

**YUKON UNIVERSITY**  
**POSITION DESCRIPTION**

**PART I - IDENTIFYING DATA**

**Position No.:** YC1661  
**Headquarters:** Ayamdigut Campus, Whitehorse  
**Working Title:** Manager, Professional Programs, Continuing Studies  
**Supervisor's Name:** Patrick Rouble  
**Supervisor's Title:** Department Head, Continuing Studies, Whitehorse Unit  
**Division:** Continuing Studies Division  
**Date Description Completed:** Sept. 10, 2010  
**Revised:** January 14, 2025

**PART II - SUMMARY (broad statement of why position exists)**

Reporting to the Department Head, Continuing Studies Whitehorse, this position leads the Business Development and Contract Training Unit in the Continuing Studies division.

As a program unit leader, the position works with department heads, faculty and staff in the Continuing Studies division and other divisions in the University to develop, organize, promote, implement, evaluate non-credit business programs, safety and industrial courses, micro credential courses, and other courses and workshops within Yukon University's Whitehorse-based Continuing Studies unit.

The Manager has excellent customer service and organizational skills and is responsible for coordinating and implementing business-generating activities and events that contribute to the mission, strategic directions, goals and objectives of the university. The Manager is responsible for achieving annual financial goals that are set in consultation with the Department Head and Executive Director of Continuing Studies.

**A. Duties and Responsibilities**

- a. Provide strategic and tactical leadership to the Business and Contract Training Unit by: **70%**
- Establishing, communicating, monitoring, and evaluating direct reports' development and performance objectives;
  - Hiring casual instructors who have the skills and aptitude required to deliver business programs or contract training initiatives and provide mentorship for the instructors;
  - Negotiating and setting instructional fees with instructors and/or partners based on Continuing Studies instructor remuneration guidelines;
  - Planning instructor work schedules and workloads that align with those established in the Collective Agreement and ensure the most efficient use of resources.
  - Leading institutional projects to ensure high quality service to non-credit students and customers, compliance with appropriate laws, guidelines and agreements;
  - Conducting performance appraisals for direct reports and casual instructors, as required;
  - Collaborating with Continuing Studies faculty and staff, and with First Nations Initiatives to engage First Nations communities in the identification of required non-credit programs and courses;
  - Creating new non-credit programs and courses, or customizing existing ones to meet the needs of client organizations;
  - Developing, reviewing and revising non-credit programs and courses in consultation with stakeholders, e.g. instructors, Community Campus Department Heads and Coordinators, Continuing Studies coordinators, Chairs, officials and members of business and professional associations, etc.
  - Developing, reviewing and revising micro credential programs and courses in consultation with stakeholders, e.g. instructors, Community Campus Department Heads and Coordinators, Continuing Studies coordinators, Chairs, officials and members of business and professional associations, etc.

- Working with the Continuing Studies curriculum committee to review and revise course descriptions.
- Preparing and submitting course descriptions and instructor data for the Business and Contract Training program database and catalogue
- Establishing programs/course prices and minimum class sizes based on divisional costing guidelines in consultation with the Department Head;
- Collecting, analyzing and reporting on stakeholder feedback after each course or program in the Business and Contract Training unit is complete;
- At the request of the Department Head, preparing recommendations on the continuation, expansion, deletion or revision of courses based on evaluation data, financial analysis, trends, research, etc.
- Assisting instructors with program and course design including learning outcomes, curricula, delivery methods, teaching strategies, and evaluation and approving course syllabi and, where appropriate, lesson plans.
- Working with divisional communications and marketing representative (University Relations) to develop and implement marketing and communications strategies for the Business & Workforce Development area;
- Preparing, monitoring and managing program budgets in consultation with the Continuing Studies Budget Officer and Finance Department.
- Performing administrative duties such as collecting and compiling data, preparing reports, and maintaining records/documents as require, i.e. processing contracts, invoices and requisitions, producing reports as required regarding actual and projected activities, enrollments, revenues and expenses, etc.
- Responding to student complaints about non-credit courses, course content, or instructors. Referring exceptional situations, problems or ideas to supervisor.

**b. Maintains knowledge and conducts research on current trends and developments in Adult/Continuing Education, in Business-related education and training by: 10%**

Continuously monitoring and evaluating student learning needs, instructional techniques and technologies for non-credit programming / courses by:

- communicating with current students and instructors;
- consulting with experts and practitioners in adult education, executive and business education, and human resource management and development;
- researching best practices and communicating these with colleagues;
- attending conferences and participating in professional development programs;
- consulting with experts and practitioners in instructional design and educational technology.

In consultation with the University's School of Business and Leadership, analyzing global, national and local market trends in non-credit business education and training by:

- attending local and regional meetings of business, industry and professional associations;
- researching and monitoring programming developments among leading-edge business schools, higher education institutions serving rural, northern communities in other regions, and local competitors;
- researching and monitoring local and national economic development reports, demographic/census and labour market data, employment projections, consumer attitude shifts, market segment characteristics and marketing strategies.
- Seeking input and feedback from internal and external practitioners and experts.

**c. Represents the University at internal and external meetings 10%**

- Participates in activities to promote Continuing Studies and the University, including acting as a resource person for Advisory Committees.
- Contributes to SCET Research and Development activities and helps the SCET remain current regarding community adult education/training needs and interests

- Travelling to Yukon communities to provide Instructor support, liaise with community representatives, and/or represent the Division or University
- Contributing to Divisional visioning, planning, organizing, budget-building, leadership, communication, problem-solving, decision-making and teamwork
- Contributing to Divisional quality assurance and risk management assessments and strategies

d. **Additional Divisional Activities as required by Department Head or Executive Director, Continuing Studies** **10%**

- Examples include contributing to planning, budgeting, professional development and teambuilding workshops;
- Performing other related duties

4. **Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:**

- 12 months

**B. Problem-solving and decision-making**

1. a) **List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with in order to perform the position's functions:**

- Yukon University Policies and Procedures
- Yukon University Academic Regulations & Procedures
- Agreements between University and Agencies
- Citizen and Immigration Canada regulations and procedures
- Licensing, policy and procedures applicable to travel and tourist operators
- International education liabilities
- Yukon Employment Standards Act
- Yukon Occupational Health and Safety Act (relevant sections)
- Copyright Act
- Yukon Human Rights Act
- Various standards/regulations applicable to program delivery such as CPR standards
- Yukon University Collective Agreement (relevant sections)

b) **Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**

- This position is directly responsible for the interpretation of University policy/procedures and for ensuring the teaching of current professional / industrial standards and for communicating any standard changes to Instructors
- Ensuring that all program/course content, design and delivery is current and compliant with regulatory standards.

2. a) **Describe the kinds of recommendations the incumbent is regularly required to make and to whom:**

With Supervisor – regarding budget input, large-scale purchase of instructional materials, capital expenditures, proposals or contracts above budgetary limits, facility modifications, significant program or pricing changes, discipline and/or termination of students, and departmental policies.

b) **Who normally makes the final decisions with respect to those recommendations?**

Supervisor or Colleagues as applicable

**3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.**

The Incumbent makes decision around:

- Allocating and prioritizing Business Development and Contract Training resources Developing or changing Business program and course descriptions, prerequisites, scheduling, pricing and costing
- Recruiting, selecting, contracting, scheduling, orienting, and evaluating instructors
- Developing or changing Business Development and Contract Training administrative procedures
- Making Financial commitments within delegated authority
- Managing performance of casual staff and instructors
- Supporting Continuing Studies Business Program student admissions and progress (e.g., admitting students who do not meet prerequisite requirements)
- Determining whether courses should proceed or not based on factors such as enrolment, safety, environmental conditions, institutional priorities, etc.

**b) What is the direct impact of those decisions?**

- Revenue generation.
- Customer/student/client satisfaction.
- Achievement of performance goals, including financial and quality goals.
- Management of risk and liability.
- Timely development and delivery of programs and courses.
- Contribution to community social, cultural, and economic development.
- Contribution to University, Continuing Studies reputation, achievement of goals and fulfilment of missions.

**C. Freedom to Act**

**1. Describe the way in which this position receives direction:**

The incumbent receives direction from the supervisor via program/work plans, group meetings and/or individual discussions and from Continuing Studies and University Mission Statements, Strategic Plans/Directions and goals/objectives.

**2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?**

See B.1 a) above

**3. How is the work of the position normally checked or evaluated?**

Supervisor checks/evaluates incumbent's work through:

- Informal meetings with the incumbent
- Regular formal performance appraisals/evaluations,
- Feedback from peers, students, employers, communities and/or divisional staff
- Extent to which revenue targets are achieved

**4. What types of decisions are normally referred to the supervisor? (Give examples)**

- Substantial changes in programming such as addition of new program to department with budget and/or staffing and budget implications
- Income or expenditure commitments that exceed budgetary limits



- f) participate with supervisor in employees' performance evaluations, or formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
- g) recommend appointment or rejection upon completion of probationary period
- h) interview employees with attendance or performance problems
- i) act as first formal step in the grievance procedure
- j) interview candidates for vacant positions in the unit
- k) give opinion to supervisor on selection of new employees, or make final decision on selection of new employees
- l) other (describe) supervise management of contracts and agreements and design and implementation of processes to manage quality and risk and ensure that all instructors, including contractors and "outside" hired training agencies, meet or exceed standards.

**F. Key Personal Contacts**

| <u>Who (what positions or groups)</u> | <u>Purpose</u>                       | <u>Frequency</u> |
|---------------------------------------|--------------------------------------|------------------|
| Yukon University Departments          | Course delivery                      | Daily            |
| Staff                                 | Program delivery supervision         | Daily            |
| Students                              | Advice & Supervision                 | Daily            |
| Instructors                           | Advice and supervision               | Daily            |
| Employers/Clients                     | Information & Business Dev't         | Daily            |
| Chair                                 | Program delivery                     | Weekly           |
| Suppliers                             | Program supplies & equip             | Weekly           |
| Budget Officer                        | Budget monitoring and management     | Weekly           |
| Yukon University School Chairs        | Course needs, program needs          | Weekly,          |
| Yukon Territorial Departments         | Course needs/Community Profile/links | Monthly          |
| Prof'l/Voc'l/Industrial Regulators    | Program Contents & Delivery          | Monthly          |
| Partner Organizations (e.g., JIBC)    | Program delivery                     | Monthly          |

**G. Tools, Equipment, or Machinery Used**

| <u>Name</u>                                | <u>Purpose</u>  | <u>Frequency</u> |
|--|---|------------------|
| Computer                                   | Communication, data storage & Processing & Customer Relationship Management | 60%              |
| Fax, Photocopier, VCR, AV equipment        | Communication, Presentations  | 5%               |
| Distributed Learning Hardware and Software | Communication & Program Delivery  | 10%              |

**H. Working Conditions**

**Describe any adverse conditions that are normal and expected in the job.**

**a) Describe weights lifted:**

| <u>Type</u>                              | <u>How Heavy</u> | <u>Percentage of time</u> |
|--|------------------|---------------------------|
| Promotional Materials/Training equipment | 10 kg.           | 5%                        |

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

| <u>Type</u>      | <u>Percentage of time</u> |
|------------------|---------------------------|
| Sitting          | 65%                       |
| Standing/Walking | 25%                       |
| Driving          | 5%                        |
| Moving equipment | 5%                        |

c) Describe any physical hazards present:

| <u>Type</u>   | <u>Percentage of time</u> |
|---|---------------------------|
| Driving to Yukon communities may be hazardous under winter conditions | 5%                        |

d) Describe special physical conditions leading to discomfort:

| <u>Type</u>                                | <u>Percentage of time</u> |
|--|---------------------------|
| Extended periods sitting at a workstation. | 65%                       |

e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

- high level of dissatisfied clients
- high level of emotional clients
- potential physical abuse from clients
- regular critical deadlines, e.g., numerous courses, budgets
- high level of irregular critical deadlines, e.g., contract activities
- constant interruptions, e.g. confined office space with many staff
- instructions from more than one source
- students or staff under work related stress, e.g., large number of students
- Other: high level of multi-tasking due to a wide variety of programs operating concurrently

f) Travel Required

|   | In Yukon             | Outside   |
|---|----------------------|-----------|
| a) average number of trips annually                 | 4 – 6                | 1 - 2     |
| b) average number of days per trip                  | 2-3 days             | 3 –5 days |
| c) average distance per trip                        | 400-2000 km 2,000 km |           |
| d) most frequent mode of transportation vehicle/air | air                  |           |

I. Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

**IMMEDIATE SUPERVISOR’S POSITION**

Title: Department Head, Continuing Studies, Whitehorse  
 Classification Level: BU11

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**PEER POSITIONS: (all those reporting to the same immediate supervisor)**

Title: Coordinators/Instructor Trainer      Title: Admin Assistant      Title:

Classification Level: BU08

Classification Level: Bu05

Classification Level:

**SUBJECT POSITION TITLE: Manager, Professional Programs, Continuing Studies**

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**SUBORDINATE POSITIONS:**

Title: Casual/ Instructors  
Classification Level: Casual/Term  
No. of Employees: 45 - 50

Title: Business Programs Coordinator  
Classification Level: BU6  
No. of Employees: 2

**PART III – SIGNATURES**

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

.....  
Dean/Director or Designate

.....  
Incumbent

Date: .....

Date: .....

**PART IV - QUALIFICATIONS**

**To be completed by the Dean/Director or designate**

**Education and Training:**

- Masters’ degree in any of the areas of programming at YukonU, or a combination of related education and experience.
- Certification as a Trainer preferred

**A. Minimum Knowledge, Skills, and Abilities Required**

Knowledge:

- Principles of stakeholder consultation, participatory decision-making and problem-solving
- Principles of business planning, financial management and project management
- Understanding of branding, marketing, sales and customer relationship management
- Knowledge of regional, national and global trends in education and training, including adult/continuing studies, vocational and professional development, workforce development, and higher education.
- Knowledge of government organizations (municipal, First Nations, territorial/provincial and federal), non-governmental and non-profit organizations (e.g., professional, industrial, vocational and business organizations), and relevant legislation, policies and guidelines related to education/training, workforce development, employment standards, and workplace health and safety

Skills and Abilities



- developing and implementing revenue-generating plans
- developing, monitoring and achieving SMART goals and plans, including identifying critical success factors and milestones and formulating effective implementation plans.
- developing and managing strategic partnerships, alliances and relationships
- managing human resources in a unionized environment, including personnel planning, employee recruitment, interviewing, and selection, employee orientation, performance management and labour relations.
- leading teams, including teambuilding, interpersonal relations, written, verbal and intercultural communication, conflict resolution, and negotiations in a dynamic, diverse and dispersed multi-cultural work environment
- conducting research especially related to community, organizational and corporate training/educational needs analysis, environmental scans, and market analyses
- implementing financial and budget management methods developing administrative procedures and systems appropriate to a Continuing Higher Education environment, including equipment and materials logistics
- managing ongoing change, continuous improvement, and quality assurance
- assessing, mitigating and managing risk
- evaluating community, organizational and corporate performance issues and training needs
- analyzing and responding to changing economic, social and cultural trends and plan, organize and implement organizational change
- Managing multiple tasks, determine priorities, delegate effectively, and meet deadlines.
- Consulting with stakeholders
- writing and presenting project proposals, charters and reports in business, government and academic environments
- developing non-credit curricula, courses, programs and instructor/learner resources
- developing appropriate evaluation and feedback systems to assess student performance and progress, instructor competence, non-credit course quality and overall student and/or client satisfaction
- adapting instructional methods and learning resources to meet the needs of specific learners and learner groups, including First Nations' adults and young adults

#### Personal Suitability

- Effective interpersonal skills, particularly in a multi-cultural environment
- Ability to communicate effectively both orally and in writing, including to large groups
- Excellent consensus building skills
- Ability to work effectively within a diverse committee context
- Ability to positively represent Yukon University and partners, with colleagues, clients and the community;
- Strong business development/sales skills
- Strong administrative, planning, and organizational skills
- Strong skills in all aspects of communication, including intercultural communication and complete fluency in English

**B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.**

**C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance**

of the position's duties.

- Knowledge of Yukon First Nations heritage, culture and Land Claims Agreements
- Extensive knowledge of Yukon government, businesses and industries

**PART V – UNIVERSITY SIGNOFF**

Comments:

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

.....  
Director, Human Resources Services

.....  
University President

Date: .....

Date: .....

**FOR HUMAN RESOURCE SERVICES USE ONLY:**

Evaluation Point Results:

|                       |     |
|-----------------------|-----|
| Knowledge and Skills: | 184 |
| Accountability:       | 70  |
| Mental Demands:       | 53  |
| Working Conditions:   | 0   |

|               |     |
|---------------|-----|
| Total Points: | 307 |
| Pay Level:    | 9   |