

Posting #24-138CU(E)

Student Success Coordinator Northwest Campus (Terrace, B.C.) Regular, Part-time (21 hours per week)

Purpose

Reporting to the Campus Development Liaison and Operations Manager, the Student Success Coordinator (SSC) is an ambassador for the University in the UNBC Northwest region. The incumbent is the initial and primary contact for students, community partners, and the public and must exemplify UNBC's commitment to fostering strong partnerships, meeting community needs and supporting regional student success in all interactions. This position works in a team-based environment with faculty and staff and will support programs and students.

The SSC works closely with all UNBC service units including but not limited to the Registrar's Office, Convocation Services, Student Affairs, Student Orientation, Student Recruitment, Student Advising, Financial Services, Audio Visual/Information Technology Services (AV/IT), Centre for Teaching and Learning (CTLT), Library and Academic Success Centre, Northern Undergraduate Student Society (NUGSS), Career Services and Co-op education, the Office of Indigenous Initiatives, First Nations Centre, Marketing and Communications, Student Accessibility Services (ARC), and Academic Faculties.

Due to the nature of regional locations, the SSC must perform a range of duties requiring a variety of skills. The incumbent must demonstrate the ability to think creatively and innovatively suggesting solutions to problems and the ability to communicate effectively with students, community members, staff, and other stakeholders at multiple learning sites and campuses within the regional area and within the regional community. The SSC must also have the ability to support multiple projects, meet deadlines, and prioritize work. They will be expected to work independently as well as being a core member of the regional student success team.

Responsibilities

Duties include but are not limited to:

- Supporting student success through academic program support, student service provision and co- curricular engagement in all stages of the student life cycle;
- Developing and maintaining relationships with students, liaising with appropriate student services and academic service departments within UNBC and at associated colleges in the region;
- Working collaboratively with faculty as campus partners grounded in student success;
- Addressing concerns from students, faculty, partnering organizations and the community, providing potential solutions and engaging additional support as necessary;
- Supporting student recruitment activities and student retention initiatives (including strategic enrolment management (SEM));
- Supporting the needs of Indigenous learners in partnership with The Equity, Diversity and Inclusion Office, and the Office of Indigenous Initiatives;
- Supporting the needs of students with disabilities in partnership with the Academic Success Centre and the Access Resource Centre;
- Supporting the administrative requirements of regional programs delivered on campus or in-



- community;
- Developing and maintaining student placement opportunities and organizing criteria for accreditation.
- In partnership with regional leadership and academic units, providing input into the objectives of the regional campus and ensuring they are aligned with the UNBC strategic priorities, such as institution wide initiatives;
- Promoting UNBC at community events by designing engagement plans in partnership with service areas (recruitment, academic programs, marketing and communications);
- Collaborating with other program leads in annual student orientation programs informed by curricular design and learning outcomes;
- Supporting student leadership opportunities that align with UNBC priorities such as research and community-responsive engagement; and
- Actively suggesting solutions and alternate processes that will innovatively resolve routine problems.

Qualifications

The successful candidate will possess a two-year certificate or diploma in education, student services or a related field with a minimum of three years related experience in a post-secondary environment, ideally within a student services setting and with a background in student success. An equivalent combination of education and experience will be considered.

The SSC also requires:

- Experience with student recruitment, student advising and designing/supporting student orientation programs;
- Experience serving equity-seeking student populations (such as, Indigenous learners, mature students, students with parental responsibilities, and students with disabilities);
- Experience with multi-stakeholder event planning, delivery and post-event assessment and evaluation;
- Exceptional interpersonal skills with demonstrated proficiencies in written and verbal communication skills, being able to establish rapport with both internal and external stakeholders, and an aptitude for effectively liaising with and connecting students to other service providers;
- An aptitude for problem solving, with attention to detail and accuracy;
- An ability to work independently, demonstrate initiative, and have a proven ability to work in a team environment using a collaborative approach;
- Familiarity with course articulation processes, including course offerings from partner institutions (especially community colleges);
- Proficiency in MS Word/Excel/Outlook is essential;
- Working knowledge of relational database interfaces (e.g. Banner) and MS Publisher are assets;
- Aptitude for marketing and communications with training preferred;
- A high degree of organization, with the ability to prioritize competing deadlines and interests; and
- Use of judgment, tact, discretion, and confidentiality in all matters with a working knowledge of the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

Salary

This position has been classified at a Grade 6. The annual salary range for this position is \$58,858.80 to \$61,279.40 and the normal starting salary will be \$58,858.80.



UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be 8:30am – 4:30pm, Monday through Friday.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.



To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employeewellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #24-138CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until the position is filled.

