



BCGEU POSITION DESCRIPTION

POSITION TITLE: Officer - Scheduling

JOB NUMBER: 230

REPORTS TO: Coordinator - Scheduling

INCUMBENTS:

DEPARTMENT: Scheduling & Registration

DATE CREATED: February 2009

JOB CLASS: 9

DATES REVISED: January 2017; May 2022

PRIMARY FUNCTION

The Officer - Scheduling is responsible for the timely, efficient and accurate scheduling of KPU's post-secondary, apprenticeship, and continuing education class timetables, including final exam schedules. The incumbent works cooperatively with Dean's Office staff to build complex timetable schedules and problem solving scheduling issues. The role creates and updates the details of course sections in the student information system, assigns rooms to in-person sections, which results in published term timetables. This allows for both online and back-office student registration to occur each term.

JOB DUTIES AND TASKS

1. **Timetable Production**
Evaluate course schedule submissions from Faculty departments for accuracy and completeness, following up on incomplete, missing or inaccurate data. Create and update course sections in the student information system based on course schedule submissions. This includes but is not limited to details such as determining section cross-listing, linking, variable credits, material fees, student restrictions and/or reserves. Schedule final exams and post the schedule online. Assign appropriate rooms to scheduled courses and exams, reviewing and verifying the validity of the room assignments. This is accomplished by using the scheduling and related modules in the appropriate Student Information System and room scheduling software (Banner, Elevate, Ad Astra). This is done in order to create and maintain accurate timetable information and data integrity of course section records that impact student registration, fees, space usage and institutional reporting.
2. **System Configuration and Term Setup**
Create and distribute course schedule baseline data to initiate the departmental submission process. Create required codes for term schedule creation which includes but is not limited to parts of term, registration status codes and, where applicable, refund rules for each registration status code. Maintain and update course information and course/instructor preferences within the scheduling software for optimizing room usage. This is accomplished by entering codes in validation and rule tables in the SIS and using established processes and templates to create detailed data sheets. This is done in order to create codes in the SIS for operational usage and to initiate the timetable production schedule and produce the term's timetable.
3. **Problem Solving – Resolving Scheduling Issues**
Ensure quality assurance of the course schedule data, including time, space or instructor conflicts, and room utilization. Identify and correct data inconsistencies and errors. Liaise and collaborate with Dean's Office scheduling staff to identify and resolve quality control issues. Liaise with the Registration unit on issues related to timetabling that impact registration. This is accomplished by using audit reports (Banner and FAST for Student) to identify and investigate anomalies. This is done in order to make corrections and/or make recommendations for correction to the Coordinator, in order to resolve section creation and/or timetable issues.
4. **Scheduling Customer Service**
Monitor and respond to email, providing information, explanation, and clarification to Dean's Office staff who inquire about their scheduling requests. Assist Dean's Office staff with scheduling spreadsheets and procedures. Provide assistance and information to service units related to timetable production and



scheduling of classes. Respond to faculty inquiries related to all course-related concerns and issues. This is accomplished by responding to individual email inquiries or by electronic mass mailings. This is done in order to provide important and accurate timetable information to various key parties.

5. University Policy, Procedures and Processes

Advise staff about scheduling processes and University policies and procedures as they pertain to the course timetable. Uphold established deadlines for departmental timetable submissions. Revise the Timetables section of the online Registration Guide, posting the final exam schedules and archiving past timetables. This is accomplished by being knowledgeable and communicating information clearly. This is done in order to provide important and accurate policy and procedure information to students, staff, faculty and other key parties.

6. Course Scheduling Systems

Participate in testing course schedule modules when new, upgraded versions are scheduled by IT throughout the year. Test the integration of scheduling systems to the primary SIS, Banner. Ensure room scheduling software and Banner room assignments are kept synchronized by initiating and processing data transfers. Participate in testing of new or updated versions of the room scheduling software and implementation of new functionality. This is accomplished by following established use cases to test each functional scenario. This is done in order to prevent major systemic errors during an upgrade to the system or scheduling setup for the term.

7. Training & Process Improvement

Provide workplace orientation and training for department new hires and provides work instructions to support University staff.

Train Dean's Office staff in scheduling best practices, the use of MS Excel scheduling documents used for timetable submissions, and how to use the room scheduling software (Ad Astra). Maintain and update scheduling reference and procedure manuals. This is accomplished by completing self-paced training (written and online) to expand, inform and improve knowledge. This is done in order to knowledge-share and identify opportunities for process improvement.

8. Related Duties

Liaise with Security and Facilities staff regarding scheduled room changes, as required.

9. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory KPU training programs.

**SUPERVISION RECEIVED:**

This position reports to the Coordinator - Scheduling.

SUPERVISION/DIRECTION EXERCISED:

This position does not have direct reports. This role provides workplace orientation and training for department new hires and provides work instructions to support University staff. This position monitors and examines work of other unit's workers (not direct reports) for accuracy and quality.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

This position creates and verifies database records related to course section and room data for timetable production used to register students. Organizes and collates a multi-user timetable submission process (e.g. creates and distributes course schedule data which provides structure for multi-users)

FINANCIAL RESOURCES:

This role gathers section tuition and material fee information, verifies for appropriateness and inputs into course section setup.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Experience using an enterprise student information system, ideally using a class schedule module. Beginner level experience using an academic room scheduling system.
- Intermediate level experience using Microsoft Excel. Beginner level experience with Microsoft Office Suite or productivity software. Microsoft Office certification an asset.
- Beginner level experience using an enterprise database reporting tool to produce operational and audit reports from a relational database.
- Demonstrated knowledge of Canadian post-secondary education systems as it pertains to academic programs, policies and procedures.
- Excellent oral and written communication skills including the ability to present information in a clear and concise manner.
- Ability to interact effectively with a variety of individuals with diverse backgrounds and needs.
- Demonstrated ability to deal with sensitive situations that call for the use of diplomacy, tact and professionalism in the delivery of information and explanations.
- Excellent organizational and time management skills, demonstrated attention to detail.
- Demonstrated ability to take initiative and work independently.
- Proven ability to juggle and prioritize tasks, work to deadlines and demands, make responsible decisions and determine when to seek advice.
- Ability to respond well to working under pressure and resolve complex issues in an effective manner.
- Demonstrate problem solving, needs analysis and analytical skills.
- Ability to think creatively while carrying out existing activities, keeping a process improvement perspective in mind.



- Demonstrated interpersonal skills to work collaboratively as an effective team player with all levels of the organization.
- Proven ability to exercise tact, diplomacy, and conflict resolution.
- Ability to provide guidance, direction, training and education to others.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- A bachelor's degree.
- Minimum of one (1) year recent related experience in academic scheduling within the Office of the Registrar or post-secondary institution.
- Or an equivalent combination of education and experience.