

Director, Student Services

Keyano's Student Services department is actively seeking a Director of Student Services for their Academic and Student Experience Division. Reporting to the Vice President, Academic, the Director leads the development and delivery of integrated, student-centered programs and services that promote academic achievement, accessibility, wellness, engagement, retention, and overall student success. The Director is also an integral part of Dean's Council and contributes to college-wide strategic planning, policy development, operational decision-making, and institutional effectiveness initiatives.

Note: this is not a remote or hybrid work opportunity, you will be required to work on campus and relocate to Fort McMurray, AB.

About Us:

Keyano College is a comprehensive post-secondary educational institution located in Fort McMurray, nestled in the Regional Municipality of Wood Buffalo on traditional Treaty 8 territory. We are a strategic community partner that meets both the training and talent upgrading needs of industry, as well as the personal enrichment and cultural needs of the Wood Buffalo community. We take pride in offering a safe work and study environment that embraces Equity, Diversity, Inclusion and Belonging. Our students and customers come from all walks of life and so do we. That is why we are committed to hiring great people from a variety of backgrounds because it makes our employee community stronger.

Key Responsibilities

Strategic Leadership & Student Success

- Provides strategic leadership for the planning, development, implementation, and continuous improvement of student support services, including Accessibility Services, Student Wellness Services, the Academic Success Centre, Testing Services, Library Services, and student engagement initiatives.
- Develops and executes integrated strategies, programs, and services that enhance student success, retention, engagement, well-being, and the overall learner experience.
- Aligns departmental priorities, programs, and services with the College's strategic plan, academic priorities, Indigenous commitments, and student success objectives.
- Leads the assessment and evaluation of programs and services using data, evidence-based practices, and stakeholder feedback to drive continuous improvement and service excellence.

- Identifies emerging trends, risks, and opportunities related to student learning, wellness, accessibility, and student development, recommending innovative solutions and strategic initiatives.
- Establishes service standards, performance measures, and key performance indicators to evaluate outcomes and ensure high-quality service delivery.
- Leads cross-functional initiatives that enhance the student experience and support equitable access to academic, personal, and wellness resources.

People Leadership & Partnerships

- Provides leadership, coaching, and support to student support teams, ensuring alignment with institutional priorities, service standards, and student success goals.
- Leads workforce planning activities, including recruitment, onboarding, employee development, succession planning, and performance management across the portfolio.
- Establishes annual departmental goals, operational plans, and performance expectations, monitoring progress and driving accountability for results.
- Fosters a culture of collaboration, inclusion, innovation, accountability, and student-centred service.
- Reviews, develops, and refines policies, procedures, and operational practices to enhance effectiveness, efficiency, and service delivery.
- Builds and maintains collaborative partnerships with academic departments, Indigenous communities, external agencies, health service providers, community organizations, and other stakeholders.
- Manages sensitive issues with professionalism and discretion while fostering effective working relationships across the College and with external partners.
- Secures and administers grants, funding opportunities, and strategic partnerships that support student success, wellness, and engagement initiatives.

Institutional Leadership & Financial Stewardship

- Leads the development and ongoing management of annual operating budgets exceeding \$1 million, ensuring responsible stewardship of financial, human, and physical resources.
- Approves financial transactions, monitors budget performance, and ensures resources are allocated effectively to support operational and strategic priorities.
- Oversees procurement, contracting, vendor relationships, and service agreements in accordance with College policies, legislation, and risk management practices.
- Identifies financial, operational, and reputational risks and develops mitigation strategies to support informed decision-making and organizational sustainability.
- Exercises independent judgment in service delivery, operational, and strategic matters, resolving complex issues and recommending actions to senior leadership.
- Provides leadership in advancing institutional priorities, student success outcomes, service excellence, and the College's reputation within the community.

- Ensures compliance with applicable legislation, College policies, collective agreements, health and safety requirements, and equity, diversity, and inclusion commitments.

Required Qualifications:

- Master's degree in education, Student Affairs, Higher Education Administration, Public Administration, or a related field.
- A combination of equivalent education and progressively responsible leadership experience in post-secondary education may be considered.
- Minimum 5 years of progressively responsible leadership experience in post-secondary education, student affairs, student services, academic support, accessibility services, library services, wellness programming, or related areas.
- Demonstrated experience leading multidisciplinary teams and managing multiple service portfolios.
- Experience contributing to institutional planning, policy development, strategic initiatives, and senior-level decision-making.
- Knowledge of accessibility legislation, student development theory, mental health and wellness frameworks, and post-secondary student success practices.
- Experience working with Indigenous learners and communities, equity-deserving groups, and diverse student populations.
- Experience with budget management, assessment, and data-informed decision-making.
- A doctoral degree in a related discipline is considered an asset.

What we offer:

- We offer an attractive competitive compensation based on your experience.
- Employer paid comprehensive health and dental benefits, including a health spending account.
- Defined Benefit pension plan (LAPP) - one of the best in Canada
- This position qualifies for additional payment of the Northern Living Allowance of \$1,040.00 per month (This allowance is reviewed annually and is subject to budget approval).
- Professional training and development funding is provided annually.
- Generous vacation entitlement and the bonus of paid holidays between Christmas and New Years
- Paid sick days

We offer various perks and discounts to our employees:

- Employee Service and Academic Achievement recognition awards annually
- Greatly discounted employee membership to the Syncrude Sports and Wellness Centre (our gym and recreational facility).
- Tuition waiver for all employees and dependents to take courses at Keyano College to support your thirst for learning.

- Employee Discounts for the Keyano Theatre and the Keynotes Bookstore.
- Various other perks and discounts for cell phone plans, insurance, hotels, car rentals, stores etc.

Additional Information

At Keyano College, we are committed to fostering an equitable, caring and resilient environment where everyone feels valued and connected to the common goal and the college community. We welcome applications from all qualified individuals and encourage candidates who will contribute to the diversity of the College to apply.

We would like to thank all applicants in advance for submitting their resumes. Please note, only those candidates chosen to continue through the selection process will be contacted.