



Cégep Heritage College is located in Gatineau, Québec, next to the National Capital Region's Gatineau Park. It is the region's only public, tuition-free, English-language college, offering innovative and personalized instruction across Career, Pre-University and Continuing Education programs in its modern, state-of-the-art facilities. Cégep Heritage College is a vibrant multicultural institution with dedicated staff serving more than 1,000 students. It delivers educational programming that fosters extraordinary student-teacher interaction, student leadership and entrepreneurship, intercultural dialogue and engagement, and high-calibre athletics.

POSITION

Cégep Heritage College is currently seeking the services of a regular full-time **DIRECTOR OF STUDENT SERVICES**.

MANDATE

Reporting to the Director General, the Director of Student Services is responsible for the management (planning, organization, direction, control and evaluation) of all services and activities provided to students, as well as all other resources related to Student Services.

The Director of Student Services acts as a wise and compassionate advocate for students. The incumbent will demonstrate unwavering commitment to improving the students' experience.

The Director of Student Services will oversee a team consisting of a Coordinator, eight (8) professionals, six (6) support staff members, and the management of several sports teams. The Director of Student Services works closely with Academic Services and all other members of the management team.

The Director of Student Services carries out their duties in the following areas:

- Supervision of recruitment activities.
- Promotion to all students of the College's academic and extracurricular programs.
- Management of all student support service files (accessibility services, guidance counselling and career counselling, psychological counselling, financial aid, crisis intervention, mental health, etc.).
- Supervision of the management of student life files (social, cultural, recreational, and sports activities for students; welcoming and integration of students; healthy lifestyle habits; fitness center).
- Direction of the management of certain events (graduation ceremonies, orientation for new students, open house, awards evening, etc.).

FUNCTIONS

The Director of Student Services will:

For the College:

- Participate in the preparation of the College's Strategic Plan and Policies.
- Represent the College both internally and externally on committees related to his/her sector of activities.
- Participate in the development of pertinent policies and ensure that all laws, policies, procedures and regulations that are related to his or her sector of activities are respected.
- Provide advice and recommendations to the Director General and to other Management members concerning his or her sector of activities.

- Develop and promote effective collaboration between Student Services and other College departments and services to ensure support for appropriate programming based on the needs of students.
- Lead and provide oversight in the coordination, design, and implementation of special/unique projects.
- Be an active member of the Management team.

For his or her Administrative Sector:

- Represent his or her sector of activities on college committees where his or her presence is required.
- Prepare the annual work plan for Student Services in collaboration with the Student Services Coordinators, respecting the College's mission, vision, and pre-established priorities, and ensure its implementation.
- Develop and support the application of procedures and systems in order to ensure that Student Services meet their objectives, evaluate the results and make necessary changes if need be.
- Ensure prompt and accurate responses to all student requests for information, assistance, or services.
- Prepare a staffing plan that reflects the need of his or her service; hire personnel in accordance with procedures, policies and regulations in place.
- Ensure the welcoming and integration of all new employees in his or her service.
- Select, supervise, coordinate, motivate, develop and evaluate the personnel under his or her supervision in accordance with policies and procedures in place.
- Exercise overall budgetary control of his or her sector of activity.
- Assume duties related to the planning, organization, management, coordination, control and representation required for the operation and the development of his or her sector of activity.
- Represent the College in its dealings with external organizations as well as community groups and agencies.
- Perform all other related tasks assigned by the Director General.

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

- Hold a minimum of a bachelor's degree in an appropriate discipline such as counselling, education, social work, or educational administration. A master's degree or equivalent in a related field will be considered an asset.
- Have at least ten (10) years of relevant experience working with students, including five (5) years of management experience, ideally in a unionized environment while serving in a senior management position.
- Excellent communication skills in both French and English (written, spoken and comprehension) are required.
- Excellent knowledge and skills in the use of technology in a Windows environment with software such as MS Word, PowerPoint, Excel.

ADDITIONAL QUALIFICATIONS

- Excellent interpersonal, organizational, and administrative skills.
- Understanding and knowledge of the diversity of the student clientele.
- A collaborative approach with excellent skills in personnel management, team development, and coaching.
- Strong leadership skills with the ability to demonstrate a proactive and strategic vision.
- Ability to manage conflicting priorities and successfully deliver multiple projects under tight deadlines.
- Strong communication, analytical, synthesis, and problem-solving skills.
- Knowledge and understanding of the Québec college education system (CÉGEP) and a commitment to the educational process and student success.
- Demonstrated commitment to professional development.

Start Date: To be Determined

Date of Posting: Monday, April 27th, 2026

**Closing Date
For Applications:** Sunday, May 17th, 2026 at 11:45 p.m.

Salary Range: Salary and other benefits commensurate with *the Regulation respecting certain conditions of employment of senior staff of general and vocational colleges* for a Class 8 position with a salary range from a minimum of \$103,121 to a maximum of \$137,492 per year. Once paid at the maximum salary level, the selected candidate who holds a master's degree will receive an additional 2.5% or will receive an additional 5% if they hold a doctorate degree.

Interested candidates should forward their resume and cover letter stating their motivation for applying and their understanding of this position on line on our college website in the career page at <https://www.cegep-heritage.qc.ca/about-us/careers> no later than **May 17th, 2026, at 11:45 p.m.**

Only those candidates selected for an interview will be contacted. Candidates may be required to submit to selection tests.

Cégep Heritage College is an equal opportunity employer and encourages applications from women, Indigenous peoples, members of visible and ethnic minorities, and people with disabilities.