Job Description

**Job Title:** Administrative Coordinator/Academic Advisor  
**Department:** Mathematics Undergraduate Office  
**Reports To:** Director, Mathematics Undergraduate Office  
**Jobs Reporting:** None  
**Salary Grade:** USG 8  
**Effective Date:** March 1, 2019  

**Primary Purpose**

The position is responsible for academic and non-academic advisement of on-campus and online students in the Faculty of Mathematics, with a particular focus on first year, non-degree and Three-Year General students, and academic plans that are the responsibility of the Mathematics Undergraduate Group. This position serves as a resource for and supports officers and members of the Faculty of Mathematics in areas of policy and practice.

**Key Accountabilities**

**Student Advising:**
- Provide academic advising on course/program selection and changes, degree requirements, preregistration, and all academic issues for a designated group of students.
- Interpret and apply regulations, procedures and policies for students e.g. enrollment, transfer, appeal processes, course records, admissions;
- Monitor the academic progress of specific groups of students and provide outreach/academic counselling to students in academic trouble.
- Report on and monitor academic progression for one or more cohorts of students.
- Assist with the academic advisement for one or more cohorts of students to determine degree requirements.
- Train department advisors with respect to academic progression and academic advisement.
- Advise and respond to inquiries of students interested in enrolling in the program/major that the advisor is responsible for.
- Deliver immediate support to students in distress; follow up with appropriate referrals.
- Summarize and document advice given to each student to ensure continuity and consistency.
- Assist students in the preparation of petitions, letters of permission, and other requests.
- Provide community support for students including mental health support.
- Receives ongoing training and applies a continually evolving understanding of both the breadth and boundaries of his/her authority in relation to his/her duties:
  - Mathematics’ undergraduate curriculum and academic requirements for all programs;
  - Mathematics’ admissions regulations and practices, including external transfer credits;
  - the University policies and Faculty regulations of particular relevance to student issues;
  - the sources of support and help that are available to students, both within and outside the University.

**Provide leadership for Curriculum changes and approvals:**
- Oversees approval process for program/plan and course changes from department level up to Senate Undergraduate Council
- Prepare reports and documentation for committees and approvals required throughout the process
- Maintain and update SA catalog for the entire faculty
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- Advise on other changes that may be required as a result of initial proposed change
- Provide training and advice to department/school and Faculty-level committees related to processes, timelines, and required formats
- Ensure communication of changes to required audiences, including special messaging to students if required.

**Provide research and operational leadership associated with one or more Advising projects:**
- Research and report on best practices related to the project;
- Develop and record metrics used to measure success;
- Analyzing and reporting on students in particular risk categories;
- Research and implement new technologies related to the project;
- Provide leadership across the Faculty or University for project initiatives;
- Ensure broad communications of process and outcomes;
- Recommend and possibly develop training or documentation related to the project;
- Projects may include, but are not limited to, the following alphabetically-ordered list:
  - Academic Advisement
  - Academic Progression
  - Calendar maintenance
  - First Year Experience
  - Plan approvals and course changes
  - Standings and Promotion
  - Student Records
  - Support for curricular changes
  - TA database

**Academic Progression/Advisement, Petitions, Webpages, Grad TA**
- Create guidelines for increased advising efficiencies within the MUO and proposes new advising initiatives to Undeclared Advising team, working collaboratively to implement changes.
- Adjusts AP rules based upon academic policy changes, works with RO to implement changes.
- Responsible for ensuring academic standings are correct for all programs in the Faculty of Mathematics; train new advisors, works closely with academic advisors from all departments/school to ensure all rules are being adhered to.
- Maintains S&P guidelines, assesses academic standing for cases with clearing applied, schedules meetings, works with RO to establish AP/S&P process timelines.
- Processes academic standing changes for grade revisions.
- Work collaboratively to provide overall structure for the relevant websites so that others can update individual pages.
- Designs and implements internal processes and documentation to ensure compliance with University policies.
- Prepare data for medal winners; follow up correspondence and reports
- Backup for TA assignments, textbooks
- Determine the number of teaching assignments and graduate/undergraduate TAs for the Math Undergraduate department

**Communications**
- Distribute communications to appropriate audiences which may include print, mass emails, web pages, and social media
- Lead for the webpages for the Math Undergraduate Office
- Ensure that all information posted or available for distribution to students is up-to-date
- Training and communication to faculty and staff of procedure and policy changes
- Back up for the preparation of formal letters, reports and statements e.g. Academic discipline cases
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- Prepare and deliver agendas and minutes for assigned committees

## Required Qualifications

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

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<thead>
<tr>
<th>Education</th>
<th>University degree; equivalent combination of education and experience will be considered</th>
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<tbody>
<tr>
<td>Experience</td>
<td>3 to 5 years of progressive experience performing duties related to the above-mentioned key accountabilities, including demonstrated experience providing sound academic advice and interpreting academic policy</td>
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| Knowledge/Skills/Abilities | • Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude.  
• Ability to provide crisis support to customers.  
• Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.  
• Maintains confidentiality and demonstrates a sensitivity to diversity.  
• Demonstrated ability to foresee impact of change and determine what adjustments may be necessary.  
• Demonstrated ability to undergo continual training in matters of changing policy, as well as changing cultural trends  
• Consults multiple sources for accurate information; notices inconsistencies in available information.  
• Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.  
• General knowledge of post-secondary curriculum, academic requirements and admission regulations; knowledge of the Faculty of Math undergraduate curriculum, academic requirements, and admission regulations is preferred  
• Working knowledge of student needs and concerns, and best practices and techniques related to student engagement and success.  
• Team player who shares knowledge and works collaboratively. |

## Nature and Scope

- **Contacts:** Internally, this position interacts regularly with Faculty of Math staff regarding student advising related matters. Nature of interactions include responding to questions and inquiries and collaborating on work initiatives. Externally, this position interacts regularly with students. Nature of interactions include providing academic advising services and responding to questions, inquiries and complaints.  
- **Level of Responsibility:** The position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others, including academic advice to students.  
- **Decision-Making Authority:** Makes independent decisions regarding student advice, academic progression, admissions. Has signing authority for the approval of academic program changes, course changes, marks processing, Petitions for Exception to Academic Regulations, and Recommendations to Graduate.  
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment with deadlines, changing priorities, and large volumes at various times throughout the year.  
- **Working Environment:**
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<tr>
<td><strong>Travel:</strong></td>
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<td><strong>Working Hours:</strong></td>
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<td><strong>Risks (Physical):</strong></td>
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<td><strong>Risks (Psychological):</strong></td>
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