

Job Description



Job Title:	Manager, Undergraduate and Scheduling
Department:	School of Accounting and Finance
Reports To:	Senior Manager, Operations
Jobs Reporting:	Payroll and Exam Coordinator, Course Management Coordinator, Operations Coordinator
Salary Grade:	USG 8
Effective Date:	September 2022

Primary Purpose

The Manager, Undergraduate and Scheduling is responsible for providing the administrative support related to the ongoing academic operation of the School of Accounting and Finance. The Manager leads the administrative team that provides Main Office support, course administration and technical support, exam scheduling and implementation process, payroll, and related academic operations. The role is responsible for policy interpretation as it impacts students, faculty, Human Resources payroll, academic rules, and retention of confidential records.

Key Accountabilities

Undergraduate program administration

- Collaborates with Program Directors and advisors for all related programs (AFM, CFM, SFM, Math CPA and Science Biotech CPA) to develop course and exam timetables free from conflict while adhering to UW Scheduling Standards and Guidelines
- Provides guidance and direction on policy and procedural matters including interpretation and application of university regulations and academic integrity
- Advises individual students on topics including course/program selection, transfers, degree requirements, progression, override requests, and other general academic and non-academic inquiries
- Prepares block pre-enrollment and block enrollment files for the Registrar's Office
- Acts as Scheduling Room Representative for the AFM program, which is responsible for academic and non-academic room scheduling, avoiding conflicts and respective of UW room use policies and procedures.
- Works with Exam Coordinator on exam planning meetings, exam printing, coordination of proctor assignment, proctor training and follow up assessments
- Coordinates random exam seating assignment using Odyssey and provides results to students, instructors, Course Management Coordinator, SAF Advisors, AFM Program Director, Exam Coordinator and Operations Coordinator
- Maintains active "Class Of" lists on LEARN and database
- Oversees all Sessional Instructors, including the coordination of contract, onboarding, E-mail, and Academic support, assigning office space, arranging key permits, providing orientation upon arrival, and on-going support through-out the term

AFM Schedule Forecast and Preparation

Job Description



- Interprets program and admission changes and forecasts the impact enrollment and teaching levels and potential challenges
- Prepares and maintains computerized, scheduling forecast tool which provides the Director, Program Directors, and Advisors, the information they need to plan undergraduate budget needs, teaching requirements, hiring and recruitment needs, and to estimate budgets based on expected enrollment and attrition ratios
- Forecasts scheduling and teaching needs and prepares annual planning reports for Program Director
- Manages the term-by-term scheduling of all undergraduate courses – including the schedule creation, assignment of room usage according to university scheduling procedures, calculation of expected enrollment, coordination of service teaching requirements, adherence to budget policies and monitoring for adjustments, as necessary
- Gathers and collates information from the Scheduling Office, SAF faculty members, and related program schedulers
- Prepares practical timetables for all AFM courses, labs, tutorials, and cross-listed courses, in consideration of the degree requirements for all five undergraduate accounting programs across four different faculties (AFM, Math CPA, Science Biotech CPA, CFM and SFM)
- Communicates AFM course requirements and service teaching needs with other cross-campus Timetable Representatives to monitor course availability, ensure adequate reserves and conflict free course and exam schedules
- Acts as SAF liaison with the Faculty Scheduling Officer and the University Scheduling Office and is responsible for coordinating the usage of SAF-assigned HH rooms for both undergraduate and graduate programs, in accordance to scheduling standards
- Uses Quest for course building, data extracts, block enrollment, and monitoring enrollment trends to be used in Forecasting Tool
- Codes term-by-term schedule into Infosilem/DCU and stays current with new scheduling processes, deadlines, and Faculty of Arts requirements
- Responsible for course changes, obtaining approval and submitting approved changes for the “Schedule of Classes”, and communicating the changes to the Advisors, instructors, Program Director, students, and other UW departments
- Requires extensive knowledge regarding enrolment trends, target audiences, degree requirements, departmental commitments and instructor needs to maximize enrollments
- Implements all new course curriculum changes, prepares internal communication tools and updates the scheduling forecast tool
- Supports the Program Director in overall management of the undergraduate program by providing background information, research, advice, administrative support, and reporting anomalies
- Regularly monitors enrollment levels and prepares statistical reports to support change decisions to course offerings for Program Directors and Associate Deans
- Works with the Associate Dean, Undergraduate Studies on issues related to room bookings, timetable changes and undertakes special projects for the Associate Dean in this area

Human Resource Management

- Provides overall supervision, hiring, assignment of duties, classification of positions and performance evaluations for all administrative and support staff, including casual staff and co-op students
- Ensures that administrative staff receive the appropriate tools necessary to perform in their roles
- Establishes the processes for recruitment, evaluation and pay of temporary employees, co-op students, and Tutorial Assistants (TAs)

Undergraduate Administration

- Provides administrative support in all departmental space allocations including orientation, security/access fobs, keys, provision for furnishings, equipment, renovations, telephone and computer services for all incoming faculty members, staff, and visitors
- Supports the Undergraduate and MAcc Graduate programs, assisting with difficult situations and acting as back-up resource, during vacations and absences
- Works closely with the Associate Director, Operations, managing the administrative and resource needs of the School, ensuring continuous, smooth operation of all activities
- Monitors administrative team workloads and anticipates workload demands of the team and reassigns work or assigns special projects as they arise;

Other Duties

- Respond to student, staff, or faculty in crisis
- Other strategic tasks or duties as assigned by SAF Director, Program Director or Administrative Officer

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Post-secondary degree or equivalent combination of education and experience in scheduling, with preference given to candidates with experience in an academic setting and/or project management skills;

Experience

- 3+ years of supervisory experience performing duties related to the above-mentioned key accountabilities; including demonstrated experience providing sound academic advice and interpreting academic policy;

Knowledge/Skills/Abilities

- Proven ability to grasp concepts and knowledge of a complex program, with preference given to knowledge of the CPA profession, AFM program, or SAF-related programs, etc.
- Familiarity with University of Waterloo scheduling resources, processes, policies, and procedures, specifically those related to undergraduate degree requirements, faculty academic policies, scheduling and exam policies, co-op policy, and student success initiatives would be ideal
- Experience with leading team-based efforts to enhance service delivery
- Demonstrated experience working with staff and issues of confidentiality, with a sensitivity to diversity and inclusion
- Proven team-player who prefers to work collaboratively and is naturally oriented toward work in a team. Equipped with the interpersonal skills and EQ to be an effective manager
- Experience with active conflict resolution and the maintenance of constructive relationships
- Advanced Microsoft Word and Excel or willing to upgrade knowledge

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with School of Accounting faculty and staff regarding AFM program-related matters. Nature of interactions include responding to questions and inquiries and collaborating on work initiatives. Externally, this position interacts regularly with students, Program Director, Associate Dean, and staff across campus. Nature of interactions include providing HR support, 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, hiring and training new staff and monitoring workload and re-assignment of tasks.
- **Decision-Making Authority:** The Manager makes independent decisions regarding most program related issues in conjunction with the Program Director and SAF strategic mission.
- **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:** This role involves no significant physical risks. Some interactions with people who are upset or have mental health concerns. Occasional extra hours during periods of high volumes and multiple or tight deadlines beyond one's control (e.g., volume fluctuations) or frequent interruption.