

Job Description

Job Title:	Research & Graduate Studies Supervisor
Department:	Mathematics Graduate Office
Reports To:	Administrative Manager (functionally reports to the Associate Dean, Graduate Studies)
Jobs Reporting:	Research & Graduate Studies Assistant
Salary Grade:	USG 7
Effective Date:	June 2019

Primary Purpose

The Research & Graduate Studies Supervisor is responsible for providing administrative, financial, operational support to the Associate Dean, Graduate Studies and Associate Dean, Research. This position provides operational leadership to the Research & Graduate Studies Assistant and departmental graduate coordinators. This role also includes the administrative and financial coordination of graduate/research scholarships, awards, and oversees admission activities on behalf of the Faculty of Mathematics.

Key Accountabilities

Provide administrative and operational support to the Associate Deans of Graduate Studies and Research. Such support may include, but is not limited to:

- Analyzes internal graduate operations and works with stakeholders (ADG, departments, GSPA, etc.) to recommend and implement procedural changes to improve processes related to graduate students to meet Faculty of Mathematics goals and objectives, while remaining consistent with university and Graduate Studies & Postdoctoral Affairs (GSPA) processes.
- Provides administrative leadership and continuity as academic leadership changes within the MGO/MRO.
- Provides support to Associate Dean, Graduate Studies (ADG) in addressing cases involving academic and non-academic discipline (Policy 71), student appeals (Policy 72), and student petitions (Policy 70).
- Attends GSPA/Faculty Administrators and Graduate Operations meetings with/or on behalf of the Associate Dean, Graduate Studies, and the Faculty of Mathematics.
- Works collaboratively with the Graduate Recruitment and Engagement Officer to support strategic enrolment and engagement initiatives.
- Develops reports suitable for presentation by Associate Deans and provides information to support decision-making.
- Responsible for providing administrative coordination for graduate program reviews and new graduate programs.

Financial coordination for scholarships, awards, and departmental expenditures, including:

- Responsible for overseeing the scholarship process at the Faculty level, including providing guidance to academic units and the ADG/ADR, to ensure the optimal and appropriate usage of all awards (graduate awards and undergraduate research awards), endowments and trusts awarded within Mathematics, and processing award nominations.

- Process scholarship and award decisions and sign off on behalf of Associate Dean, Graduate Studies, and retain records associated with scholarships and awards throughout the Faculty, ensuring receipt by the GSPA for further processing and disbursement of funds to Graduate students.
- Oversees the coordination, processing, and tracking of internal undergraduate research awards nominations, and ensuring receipt by the Office of Research for processing.
- Maintains Faculty-wide annual budgets for University-level and Faculty-level scholarships, awards, endowments and trusts of >\$1 million, while maintaining clear, official records and expenditures.

Provide administrative and operational leadership to the Research & Graduate Studies Assistant, and to all departmental graduate coordinators/officers within the Faculty of Mathematics, including:

- Oversees the day-to-day work of the assistant role; trains, coaches, evaluates, monitors workload and provides direction and problem solving support.
- Act as a resource within the Faculty to all graduate coordinators for interpretation and policy adherence guidelines and procedures, and act as a liaison between the GSPA and departmental staff for the communication of decisions, regulations deadlines, policies and procedures updates from GSPA and to share feedback on GSPA initiatives on behalf of departmental staff.
- Works collaboratively with departments/School to provide support for the training and coaching of new graduate coordinators.
- Coordinate with other Graduate and Research offices across campus to streamline operations and to solicit best practices.
- Oversees the creation and maintenance of webpages and SharePoint site associated with Graduate Studies and Research.
- Develops and maintains at the end of each term process notes, handbooks, etc. for graduate processes to be shared across the Faculty.
- Responsible for the MGO/MRO meeting administration, including: preparing content, chairing meetings (if applicable), and taking meeting minutes.
- Coordinate critical back up coverage and training for the Research & Graduate Studies Assistant and departmental graduate coordinators to ensure cross training for heavy demand periods and absences.
- Manages the planning, organization, and execution the Mathematics Faculty Graduate Orientation at the beginning of fall term for incoming Graduate Students.

Provides a range of services in the support of graduate students' admission, progression, and graduation, including:

- Oversees the admission process for graduate students for the Faculty of Mathematics, including: admitting successful candidates on behalf of the Associate Dean, Graduate Studies, and ensuring that all admission criteria have been met by the unit graduate officers/graduate coordinators.
- Reviewing and assessing applications for admissions to graduate programs to ensure accuracy and consistency.
- Serving as a liaison between the units and the GSPA for time limit extensions, and communicating with graduate students at or beyond the time limit set by the University for completion of graduate requirements.

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**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 <ul style="list-style-type: none">• Completion of an undergraduate degree is required, or an equivalent combination of education and experience may be considered.
Experience <ul style="list-style-type: none">• 5+ years of administrative experience in an academic environment with familiarity of graduate studies.• 2+ years of supervisory experience preferred. Leadership training/diploma would be an asset.• Familiarity with the processes associated with admissions to graduate programs at Waterloo preferred.• Demonstrated experience working with students, faculty, and staff and the ability to handle sensitive and confidential information with discretion.• Experience building relationships with a variety of stakeholders and balancing conflicting demands and priorities• Experience with financial management, data collection, and analysis of awards, scholarships, and expenditures is an asset.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent organization and problem solving skills, and the demonstrated ability to use good judgement.• Proven ability to work independently with minimal direction in a busy and varied environment with competing deadlines, changing priorities, and large volumes of work.• Proven ability to succeed in a detail-oriented environment with a high level of initiative and flexibility.• Ability to solicit, analyze, and combine data from a variety of sources.• Excellent verbal and written communication skills with the proven ability to be accurate, concise, and professional.• Experience maintaining and updating webpages.• Intermediate skill level with Microsoft Word, PowerPoint, and Excel.• Intermediate skill level using OnBase, Quest, CIS, LEARN, Unit4 including entering and reviewing data, and generating reports/queries.• Intermediate skill level with SharePoint site management, including creating and managing site content and permissions.

Nature and Scope

- **Contacts:** This position interacts regularly with Associate Deans, Recruitment & Engagement Officer, graduate officers, graduate coordinators, and graduate students in all academic units in the Faculty of Mathematics as well as the University Graduate Studies & Postdoctoral Affairs Office. This role also interacts with the Office of Research, AccessAbility Services, Secretariat, Student Success Office, and Conflict Management & Human Rights Office. This role make suggestions to influence internal processes related to graduate studies.
- **Level of Responsibility:** This position has Faculty-wide impact, specialized work with minimal supervision and a direct report. This position requires a high degree of knowledge of University

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policies and procedures as well as the admission and degree requirements across 5 academic units and over 20 programs.

- **Decision-Making Authority:** Manages a scholarship budget from various sources >\$1M and makes routine decisions within the context of institutional and Faculty practices. Unusual situations or those with potential impact on policy or established practice would be referred to/discussed with the respective Associate Dean.
- **Physical and Sensory Demands:** Demands typical of an administrative position with management responsibilities within an office environment. Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. Minimal exposure to disagreeable conditions typical of a supervisory position.
- **Working Environment:** Travel: Occasional travel may be required. Working Hours: Regular working hours with occasional evening and weekend work required. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact.