

## Job Description

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<b>Job Title:</b>	Graduate Studies Coordinator, MAcc
<b>Department:</b>	School of Accounting and Finance
<b>Reports To:</b>	Administrative Supervisor and Course Scheduler
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	May 2018

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### **Primary Purpose**

The Graduate Studies Coordinator for the Master of Accounting (MAcc) program manages the day-to-day administrative responsibilities and supports to the Director of the MAcc program. The Coordinator solves problems of a graduate nature that may arise for students and faculty members. The Coordinator must be fully conversant with the degree and professional designation requirements, prepare class schedules, and plan events to support the program. The Coordinator manages the admissions process and replies to enquiries from prospective graduate applicants.

### **Key Accountabilities**

#### **Program Advising**

- Provide advice regarding program requirements, program changes, course selection, enrollment issues, convocation issues, petitions and deadlines according the University policies and procedures.
- Act as careful and specific 'first contact' support to students in personal or academic crisis.
- Counsel students on academic and career goals, graduate studies and scholarship opportunities, and other on-campus programs.
- Ensure that all students meet the academic degree requirements.

#### **Administrative Support**

- Serve as department resource for all matters related to student admissions, grades, petitions, enrollment and other issues.
- Assist prospective students with graduate application process, answer inquiries, verify international credentials meet the Ontario admission standards. Process applications in the OnBase system, including acceptance/denial process, admission letters, tracking of process.
- Prepare averaging of transcripts in order to determine applicant admissibility for admission to professional program.
- Oversee and administer scholarships in accordance with the Graduate Students Awards Office and arrange for internal scholarship review meetings.
- Provide documentation, monitor the funds available and audit process to ensure the appropriate distribution of awards/scholarships.
- Identify and schedule all graduate courses offered in any given term, meeting the GSO's and Scheduling Office deadlines. Coordinate classroom use with undergraduate scheduler. Enter scheduling information into DCU.
- Monitor Graduate Calendar including changes and proofreading. Prepare program information guide, printed or electronic brochures and social media marketing for professional graduate program.

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- Provide faculty members with program support, such as scheduling, course enrollment, textbook orders, communication of deadlines, administering exams, managing print requests and other matters related to the successful teaching experience.
- Manage and maintain confidential student records and files in accordance with UW Records policy and retention guidelines.
- Act as liaison for the Graduate Studies and Postdoctoral Affairs Office and Faculty of Arts Graduate Studies Officer.
- Provide administrative support to the MAcc Director, including meeting organization, minute taking, managing the MAcc Learn site, and other administrative duties required.
- Maintain and expand MAcc database with multiple tables. Design new forms and tables to expand scope of database.
- Manage the admission regulations and practices, including transfer credits, pre-requisites, etc.
- Stay well informed about University and Graduate Studies Office exam policies, petitions, course add/drop processes and program transfers.
- Act as back up to the Scheduling Coordinator for undergraduate program scheduling.
- Exam administration for computer based exams, including supporting and trouble-shooting the lockdown software and implementation of computer lab exams.

### **Program Support**

- Compile projections of application and enrollment data upon request. Create and provide data extracts for committee review for actual and projected Admissions, Grades and Academic Promotions. Prepare statistical reports for us in making program related decisions.
- Work closely with the Associate Dean of Graduate Studies, Arts, on issues of academic integrity.
- Build relationships within SAF, the CPA profession, the Faculty of Arts and UW community including SAF professors, staff and past, present and potential MAcc students.
- Provide support for the professional accreditation process for accounting and financial professionals in Ontario/Canada and maintain relationships with Professional Designating body (CPA, etc).
- Plan and lead program-specific events, both on and off campus as requested by Program Director. May include program boot camp, guest lectures, specialized student training, practice exams and social events.
- Remain knowledgeable about SAF undergraduate curriculum and academic requirements for programs such as BAFM, Math CPA, Biotech CPA, CFM, MAcc and MTAX.
- Remain knowledgeable of the current accreditation process for accounting and financial professionals in Ontario/Canada.

## **Required Qualifications**

### **Education**

- Completion of a College diploma required, University degree preferred
- An equivalent combination of education and experience will be considered

### **Experience**

- 1-3 years administrative experience required, preferable in an academic setting
- Experience responding to student inquiries and first point of contact customer service required
- Experience related to graduate admissions and academic matters is an asset
- Familiarity with the CPA profession is an asset.

### **Knowledge/Skills/Abilities**

- Knowledge of university structure, policies and procedures.
- Intermediate knowledge of MS Word, PowerPoint, Excel, Access, Learn and Quest.

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- Working knowledge of OnBase, Infosilem, SharePoint, Cloud Computing and Drupal based Content Management System.
- Demonstrated strong administration, communication and presentation skills.
- Superior client service and academic advising skills.
- Self-starter intrinsically motivated with the ability to work independently or within a team under tight deadlines.
- Excellent verbal and written communication skills, including the ability to produce reports, as well as organization, interpersonal, analytical and problem-solving skills
- Attention to detail, accuracy and the ability to manage confidential information is essential
- Proven ability to handle high volumes, frequent interruptions and difficult situations with tact, diplomacy, and advanced problem-solving skills.

### Nature and Scope

- **Contacts:** This position requires communication with internal and external contacts. The coordinator is expected to obtain, clarify and explain information with current and enquiring students, all faculty and staff, the Graduate Studies department staff, the Associate Dean of Arts for Graduate Studies, and affiliated professional associations.
- **Level of Responsibility:** The position has specialized work with minimal supervision. The Coordinator must demonstrate a deep understanding of the student experience from recruitment to graduation.
- **Decision-Making Authority:** This position contains complex and non-routine issues requiring self-directed decision making with consultation from the Program Director.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment including a diverse population, multiple priorities and frequent interruptions. Peak times include high volumes of student or faculty requests through email, phone or in-person appointments.
- **Working Environment:** 21-hour work week, with occasional evening/weekend work required. Additional hours may be required during peak times.