

Job Description

Job Title:	Administrative Coordinator, Graduate Studies
Department:	Sociology and Legal Studies
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	November 2019

Primary Purpose

The Administrative Coordinator, Graduate Studies, administers academic services and advises Sociology graduate students. The position is responsible for providing effective administrative support to the Associate Chair, Graduate Studies, and general support to faculty in the Department.

Key Accountabilities

Administers applications to the MA & PhD programs, including the following:

- Advises prospective graduate students on admission requirements, application procedures, alternative programs or preparation required to meet eligibility requirements;
- Processes MA and PhD applications by reviewing transcripts and educational institutions, calculating admission averages, reviewing reference letters, English language proficiency certification and GRE scores;
- Determines qualified applicants from foreign universities, by applying expertise on educational systems that may differ by country and institution;
- Communicates with applicants and referees about problems with their application;
- Prepares all incoming graduate applications for adjudication; generates a recommendation list of offers; and based on the approval of the Associate Chair, prepares the offer letters for potential, incoming graduate students.

Serves as a resource for graduate students, in consultation with the Associate Chair Graduate Studies as appropriate:

- Advises students about policies, procedures, program requirements, milestone requirements, program status changes, petitions for extensions, grade appeals, thesis submission and PhD defenses;
- Assists with academic appeals;
- Advises or refers students to on-campus resources as appropriate;
- Assigns teaching assistants each term by matching students' skills to course requirement and enrolment;
- Manages the TA evaluation process;
- Assigns office space and issues key permits for graduate students;
- Coordinates MA thesis proposals, defenses, PhD comprehensive examinations and proposals; processes paperwork, books rooms and audio visual equipment and assists with travel arrangements for external examiners;
- Conducts final review of students' transcripts to ensure all requirements have been met for program completion.

Manages funding arrangements and serves as department scholarship coordinator:

- Coordinates and reconciles TA, RA and GRS allocation;
- Processes TA, RA, GRS payments and casual pay requests;

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<ul style="list-style-type: none">• Assists the Chair and Administrative Assistant in the preparation of the annual budget as related to the graduate programs;• Prepares scholarship nominations using the Faculty funding formula;• Provides detailed scholarship information to graduate and undergraduate students;• Reviews all applications for OGS and SSHRC competitions to ensure the correct procedures have been followed and all supporting documentation has been submitted;• Computes course averages based on student transcripts to ensure students' eligibility;• Compiles applications and provides the Associate Chair with data required to rank applicants;• Allocates and tracks department-level funding for graduate student travel to conferences; completes travel settlement claim forms.
Assists with graduate student engagement: <ul style="list-style-type: none">• Coordinates graduate student orientation and Teaching Assistant (TA) workshops;• Maintains active communication with students using a range of communication modalities;• Participates in planning various student-focused departmental events;• Coordinates co-op placements with Associate Chair. Works with the Associate Chair (and others) to maintain and develop co-op opportunities.
Provides administrative support to the Chair, Associate Chair, and faculty, including the following: <ul style="list-style-type: none">• Advises Chair and Associate Chair of any problems in the graduate program and recommends improvements;• Prepares the agenda for Sociology Graduate Committee meetings with the Associate Chair Graduate Studies; minutes these meetings;• Reviews the final graduate course schedule for accuracy and meeting department needs;• Prepares data and statistical reports as required for the Chair and Associate Chair, drawing on departmental, Faculty and institutional data;• Maintains department records of current students and graduates;• Prepares submissions for the Graduate Affairs Group;• Develops and maintains graduate student database to monitor program status, financial support.
Print and Website Communication, Marketing and Recruitment: <ul style="list-style-type: none">• Respond to inquiries about the MA and PhD programs;• Prepares text for graduate website and maintains graduate program handbooks in consultation with the Associate Chair;• Maintains connection with program alumni and assists with alumni events;• Manages annual graduate recruitment strategies, including preparation of booth material for annual UW Grad Fair;• Compiles course and program changes for submission to the Graduate Calendar.

**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 Undergraduate degree or equivalent combination of education and experience.
Experience <ul style="list-style-type: none">• Administrative experience with advising or counselling students in an academic environment, including sound working knowledge of UW policies and procedures as they relate to Graduate students is required

Knowledge/Skills/Abilities

- Well-developed organizational, analytical, interpersonal, customer service and communication skills (oral and written).
- Demonstrated commitment to confidentiality.
- Proven attention to detail, and accuracy while multi-tasking are essential. Proven capacity to handle a high volume of work is required.
- Demonstrated ability to ask probing questions, anticipate student needs, and apply sound judgment
- Proven ability to work independently with minimal supervision in a fast-paced, deadline-oriented, multi-tasking environment
- Thorough knowledge of university policies and procedures, particularly as related to graduate studies and scholarship requirements
- Intermediate skill level using Microsoft Word, Excel and PowerPoint.
- Other technical skills: Quest, OnBase, Infosilem, SharePoint, Outlook, WCMS

Nature and Scope

- **Contacts:** This position requires communication with internal and external contacts to obtain, clarify and discuss information. Contact groups and individuals include but are not limited to: Department Chair Associate Chair for Graduate Studies Department faculty and staff Graduate students Office of Arts Associate Dean, Graduate Studies Graduate Studies Office Scheduling Office Cooperative Education and Career Action Human Resources Waterloo International Finance Arts Computing Office Office of Research Alumni
- **Level of Responsibility:** This position has specialized work with minimal supervision; provides guidance to others and works closely with the Associate Chair Graduate Studies.
- **Decision-Making Authority:** Prioritizes tasks given multiple deadlines and demands; advises and directs students to appropriate resources. This position requires active problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment.
- **Working Environment:** Regular working hours. The position involves extensive sitting and a working day will include frequent interruptions, multiple priorities, tight deadlines and high volumes of work. Risks: Minimal; typical of a varied administrative position dealing with a variety of individuals.