

Job Description

Job Title:	Administrative Coordinator & Advisor, Undergraduate Studies
Department:	Political Science
Reports To:	Administrative Assistant
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	February 2015

Primary Purpose

The Administrative Coordinator and Advisor, Undergraduate Studies organizes and administers academic services for the Political Science undergraduate program, including the International Studies courses and minor, the International Trade minor and Public Policy & Administration minor, and provides advice and support to undergraduate students, including enhancing student success. The position provides administrative support to the Associate Chair, UG Studies, and general support to faculty and sessional instructors in the Department.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Advises Undergraduate students in Political Science - majors, minors and enrollees from all uWaterloo Faculties in consultation with the Associate Chair UG Studies as appropriate:

- Advises students about course and program/plan/specialization selection, exam regulations, academic deadlines and other issues in accordance with University policy;
- Approves student permissions, including course overrides, plan modifications and co-op sequence changes;
- Advises students with unusual or complex questions, or with questions about academic content as appropriate;
- Assists with Academic Progression reports and Recommendations to Graduate;
- Assists with petitions, student grades and academic appeals;
- Refers students to on campus resources as appropriate;
- Manages co-op work term submissions, grading, monitoring and awards;
- Consults with advisors in other academic units regarding students of mutual interest;
- Monitors enrolment reserves, enrolment capacity and student course override requests for Political Science courses, develops reserves for specific courses as needed.

Advises Undergraduate students pursuing the International Studies (including INTST course enrollees), International Trade and Public Policy & Administration minors from all uWaterloo Faculties in consultation with the Associate Chair UG Studies as appropriate:

- Advises students about course and program/plan selection, exam regulations, academic deadlines and other issues in accordance with University policy;
- Approves student permissions, including course overrides and plan modifications;
- Advises students with unusual or complex questions, or with questions about academic content as appropriate;
- Assists with petitions, student grades and academic appeals for INTST courses;

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- Refers students to on campus resources as appropriate;
- Consults with advisors in other academic units regarding students of mutual interest;
- Monitors enrolment reserves, enrolment capacity and student course override requests for INTST courses, develops reserves as needed.

Serves as department timetable representative for the Political Science UG and Graduate program as well as International Studies and all Graduate courses cross listed with Global Governance:

- Collects and summarizes department teaching constraints for the Chairs approval;
- Submits timetable for UG and Grad courses each term in consultation with the Chair;
- Determines reserve and selection needs;
- Resolves scheduling conflicts affecting enrolment;
- Identifies potential course conflicts within Political Science, International Studies and Global Governance and with other faculties;
- Reviews final undergraduate course schedule for accuracy and meeting department needs;
- Coordinates final exam scheduling with Registrars' Office each term.

Coordinates Undergraduate and Graduate service teaching for other uWaterloo Faculties, including the following:

- Collaborates with academic units to facilitate course scheduling, including course sections, time slots, and block enrollments;
- Sets and monitors course reserves in consultation with other academic units;
- Liaises with advisors in other academic units to ensure awareness of course curriculum changes that may affect plans beyond Political Science, International Studies and Global Governance.

Serves as department calendar representative for the Political Science UG program, International Studies minor, International Trade and Public Policy & Administration minors in consultation with the Associate Chair, UG Studies:

- Communicates and consults with other academic units to solicit feedback about proposed changes;
- Compiles course and plan changes for submission to the Undergraduate Calendar;
- Prepares submissions for UG Affairs Group;
- Reviews all course and plan content in the UG calendar prior to publication.

Assists with Political Science, International Studies, International Trade and Public Policy & Administration undergraduate student engagement:

- Maintains active communication with students using a wide range of communication modalities;
- Prepares texts and maintains undergraduate program pages on the Political Science website;
- Participates with and plans various student focused departmental events;
- Provides advice and supports to members of the Political Science Student Association as needed;
- Provides Associate Chair, UG Studies with nominations and final selections for departmental awards.

Provides general administrative support including the following:

- Identifies problems in the UG program administration (including the Political Science Honours Experiential Learning Program) and recommends improvements to the Chair and Associate Chair as appropriate;
- Answers faculty questions regarding UG and department policies and procedures;
- Manages records related to the department's experiential learning activities;
- Prepares data and statistical reports as required for the Chair and Associate Chair, UG Studies, drawing on departmental, faculty and institutional data;
- Manages periodic internal and external undergraduate program reviews in co-operation with the Associate Chair, Undergraduate Studies and Department Chair;

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- Co-ordinates undergraduate make up exam schedule for sessional instructors and faculty;
- Maintains grades and final exams for sessional instructors at the end of their contract;
- Responds to requests from the Examinations and Academic Standings Committee for course grades (from current and previous instructors) for student appeals;
- Manages Incomplete grade agreement process;
- Manages TA and faculty evaluations for Political Science and International Studies courses;
- Manages the posting of UG course syllabi on the Political Science website, making sure they meet Accessibility requirements;
- Serves as liaison between the department and UW Bookstore/textbook sales representatives;
- Maintains department records of current students and graduates, including confidential correspondence;
- Manages departmental supplies

Required Qualifications

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

Education

- Undergraduate degree or equivalent combination of education and experience

Experience

- Two or more years of experience with advising or counseling students is strongly preferred.
- Several years of administrative experience in an academic environment, including sound working knowledge of UW policies and procedures as they relate to undergraduate students is required.

Knowledge/Skills/Abilities

- Well-developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written). Aptitude for attention to detail and accuracy are essential. Proven capacity to handle high volume and multi-tasking.
- Intermediate level of MS Word, Excel, PowerPoint
- Other technical skills: Infosilem, Quest, Outlook, WCMS, SharePoint, Minute taking

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal contacts to obtain, clarify and discuss information, and when dealing with students, to present and discuss information and problems, leading to resolution. The position requires a sensitivity to the needs of a wide base, including faculty, coop students, mature students, exchange and other international students and students registered with Accessibility Services.
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides guidance to others and works closely with the Administrative Assistant, Associate Chair, UG Studies and Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, Undergraduate Studies. Position requires proactive problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.

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- **Working Environment:** Travel: none. Working hours: regular. Risks, physical and psychological: Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.