

Job Description



Job Title:	Graduate Program Coordinator and Advisor
Department:	English Language and Literature
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	6
Effective Date:	January 2021

Primary Purpose

The Graduate Program Coordinator and Advisor administers academic services and advises English Language and Literature graduate students. The position is responsible for providing effective administrative support to the Associate Chair, Graduate Studies, occasional administrative support to the Chair, and general support to faculty and sessional instructors in the Department.

Key Accountabilities

Manages applications to the MA & PhD programs in English Language and Literature, including the following:

- Advises prospective graduate students on admission requirements, application procedures, alternative programs or preparation required to meet eligibility requirements;
- Evaluates MA and PhD applications by reviewing transcripts and educational institutions, calculating admission averages, reviewing reference letters, confirming English language proficiency certification, and confirming GRE scores;
- Determines qualified applicants from foreign universities by applying expertise on educational systems that differ according to country and institution;
- Communicates with applicants and referees regarding problems with their application;
- Prepares the recommendation for admission and offer letter for the Associate Chair, Associate Dean and GSPA Associate Director's approval.

Advises graduate students in English Language and Literature, in consultation with the Associate Chair, Graduate Studies as appropriate:

- Advises students regarding program requirements, including course selection, milestone requirements, program status and changes, enrolment issues, co-operative education, cross registration, exam regulations, academic deadlines, petitions for extensions, thesis submission and PhD defenses;
- Reviews PhD progress reports; arranges for approvals for PhD dissertation proposals, MA thesis proposals, and MRP thesis proposals; coordinates PhD area exams; coordinates PhD thesis defenses;
- Assists with academic appeals;
- Refers students to on-campus resources as appropriate;
- Issues letters to students verifying funding information for immigration, visa applications and social insurance numbers;
- Coordinates work term report submissions, grading, monitoring and awards;
- Maintains department records and database of current students and graduates, including confidential correspondence;
- Conducts final review of students' transcripts to ensure all requirements have been met for program completion.

Job Description



Assigns teaching assistants and proctors for the department's undergraduate courses:

- Assigns teaching assistants each term by matching students' skills to course requirements and enrolments;
- Manages graduate student funding for the department;
Ensures that teaching assignments are consistent with students' funding packages;
- Ensures that all graduate students are assigned the appropriate number of teaching assistantships;
- Provides conflict mediation between TAs and faculty as needed;
- Oversees the assignment of midterm and final exam proctors by the Support Services Coordinator;
- Assigns office space for graduate students.

Manages the graduate program budget, including the following:

- Prepares TA and scholarship budgets based on the number of new and continuing students; prepares the payroll submission for all students employed as TAs, markers and occasionally proctors;
- Prepares scholarship nominations using the Faculty funding formula;
- Assigns and coordinates departmental and tri-council RAs in consultation with the Associate Chair, Graduate Studies and the Administrative Manager;
- Tracks senior PhD students in-funding and out-of-funding and updates this information for the Chair's use during course scheduling;
- Prepares and issues funding statements to all English Language and Literature graduate students for tuition payment;
- Tracks funds in the graduate entertainment budget.

Serves as the department timetable representative for the Graduate programs:

- Assists the development of the graduate course schedule each term;
- Enters on Infosilem the departmental timetable for graduate courses each term in consultation with the Chair;
- Reviews the final graduate course schedule for accuracy and meeting department needs.

Serves as the department calendar representative for the graduate program in consultation with the Associate Chair, Graduate Studies:

- Compiles course and program changes for submission to the Graduate Calendar;
- Prepares submissions for the Graduate Affairs Group.

Serves as the department scholarship coordinator:

- 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;
- Oversees UW graduate scholarships, bursaries and awards and reconciles the department's UW scholarship fund; maintains financial summaries, award recipients and authorizes payment of awards.

Assists with English Language and Literature graduate student engagement:

- Develops and assists in delivering the department's annual graduate student orientation program;
- Maintains active communication with students using a range of communication modalities;
- Develops and implements department graduate program marketing plans in consultation with the Associate Chair, Graduate Studies, the Chair, Graduate Studies Office, and Creative Services as appropriate;
- Prepares text for and maintains the English Language and Literature graduate website;
- Participates in planning various student-focused departmental events;
- Manages the federal and provincial government's annual recruiting seminars;
- Serves as liaison to English Language and Literature alumni.

Provides administrative support to the Chair, Associate Chair, and faculty, including the following:

Job Description



- Advises Chair and Associate Chair of any problems in the graduate program and recommends improvements;
- Prepares the agenda for English Language and Literature Graduate Committee meetings with the Associate Chair Graduate Studies; minutes these meetings;
- Prepares data and statistical reports as required for the Chair and Associate Chair, drawing on departmental, Faculty and institutional data; participates in departmental self-studies;
- Coordinates periodic internal and external graduate program reviews, including OCGS reviews, in co-operation with the Associate Chair and department Chair;
- Maintains department records of current students and graduates;
- Provides guidance as required on graduate and department policies and procedures.

Provides general administrative support including the following:

- Supervises and directs workload of casual and contract staff;
- Participates in annual budget process.

**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

- Administrative experience in an academic environment including knowledge of graduate policies and procedures. Well-developed organizational, analytical, interpersonal, client service and communication skills (oral and written). Aptitude for attention to detail, and accuracy while multitasking is essential. Proven capacity to handle a high volume of work is required.

Knowledge/Skills/Abilities

- Intermediate MS Word, Excel, Powerpoint, OnBase, Infosilem, Sharepoint, Outlook, Minute Taking, Waterloo Content Management System (WCMS), Quest, LEARN

Nature and Scope

- **Contacts:** This position requires communication with internal 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 in English Language and Literature-, Office of Arts Associate Dean, Graduate Studies, Graduate Studies and Postdoctoral Affairs, students in other programs enrolled in English graduate courses, Student Association for Graduates in English (SAGE), Affiliated University and University Colleges (St. Jerome's, Renison, Conrad Grebel), Registrar's Office, International Students Office, Scheduling Office, Cooperative Education, Centre for Career Action, New Media Services, Finance, Human Resources, AccessAbility Services, Arts Computing Office, representatives of the provincial and federal governments, alumni-
- **Level of Responsibility:** The position has specialized work with minimal supervision. The Graduate Program Coordinator and Advisor provides guidance to others and works closely with the Associate Chair, Graduate Studies and the Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine decisions involve consultation with the Associate Chair, Graduate Studies. The position requires proactive problem solving.

Job Description



-
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment. This position involves extensive sitting and a working day will include: multiple priorities, frequent interruptions, tight deadlines set by external contacts and high volumes of work.
 - **Working Environment:** Involves minimal physical or psychological risk resulting from a diverse environment. Office based. Regular working hours.