

Job Description

Job Title:	Undergraduate Program Manager
Department:	Recreation and Leisure Studies
Reports To:	Reports directly to Administrative Officer Reports functionally to Associate Chair for Undergraduate Studies
Jobs Reporting:	Community Outreach and Communications Specialist
Salary Grade:	USG 7
Effective Date:	June 2022

Primary Purpose

The Undergraduate (UG) Program Manager provides executive leadership for the Recreation and Leisure Studies (RLS) Undergraduate Office ensuring the delivery of academic and administrative services to undergraduate students. This includes responsibility for the smooth and efficient operation of the RLS undergraduate programs in a manner consistent with the department's strategic plan, and primary academic advising for prospective and current students. This position reports to the Administrative Officer and is also accountable to the Associate Chair for Undergraduate Studies. In cooperation with the Associate Chair UG, the Undergraduate Program Manager is the central resource for program planning and interpretation of UW policies and procedures relating to the undergraduate program and administration. In partnership with the Administrative Officer and the Associate Chair UG, this position provides direction for long term planning and organization. This position is the lead staff position in the Recreation and Leisure Studies Undergraduate Office and ensures consistency and continuity of service as academic leadership changes every 3-6 years.

Key Accountabilities

Undergraduate program planning and administration

- Provides strategic counsel and direction to the Associate Chair for Undergraduate Studies to ensure full operation of the RLS undergraduate programs in compliance with University policies and procedures.
- Provides proactive management of all department undergraduate programs, degree plans, and minors.
- Provides consistent and accurate academic advice on University policies and procedures related to undergraduate students to staff, faculty, sessional instructors, and teaching assistants.
- Active member of the RLS Undergraduate Studies Committee as consultant and advisor.
- Active member of the Faculty of Health undergraduate planning committee which oversees faculty-wide business practices and initiatives for outreach, engagement, and retention of students.
- Responsible for UG calendar annual updates to department programs, plans and courses, coordinating changes with the Faculty of Health office and other academic units.
- Responsible for the structure and content of the departmental UG student database; overseeing the maintenance and content updates by the Program Assistant.
- Ongoing development of appropriate procedures for managing enrollment, program/plan changes, grade submissions, marks processing, academic progression and degree advisement.
- Reviews academic progress of students each term and determines the appropriate academic standing decision to be applied in consultation with the Associate Chair for Undergraduate Studies.
- Full approval and signing authority for undergraduate forms and graduation eligibility.

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- Provides strategic input to Department administrators for course offerings, course scheduling considerations, enrolment projections, and enrolment anomalies.
- Provides statistical reporting and general advice for senior department administrators and relevant committees.
- Develops, nurtures and maintains partnerships with various academic support units and student groups and programs across campus to support student transition and success.

Advising

- Provides skillful, confidential advising to students regarding their individual course and program/plan selection and career goals, sensitive to the needs of a wide client base.
- Primary contact advising students in crisis, providing direction to resources in a confidential manner. May require immediate action to connect students with resources or practical assistance. Maintains in-depth knowledge of university and community supports available to students for crisis management, well-being support, financial support, or other needs.
- Advises students regarding undergraduate policies and procedures, including how to prepare documents effectively.
- Determines an appropriate course sequencing plan with all transfer students (internal and external) based on transfer credit assessments to meet degree requirements.
- Advises all UW students interested in the campus-wide minors offered by RLS
- Conducts degree checklists, especially for students nearing graduation, to advise on degree requirements and strategies for completion of outstanding requirements.
- Advises students on academic options and supports available following academic progression decisions or program withdrawals
- Aids students and acts as liaison with Co-operative Education regarding work term sequencing.
- Provides non-academic advising to students in areas such as student life, varsity athletics, volunteering, networking, career options.
- Prepares and delivers information sessions to groups of students, working with the Community Outreach and Communications Coordinator as appropriate, on timely academic topics.

Admissions

- Participates in undergraduate recruitment events and activities, providing knowledgeable information about the department's programs/plans through informative and engaging presentations and answering questions from prospective students and parents.
- Departmental staff liaison in the OSS admission process between the Registrar's Office, Dean of Health Office, and the Department of Recreation and Leisure Studies.
- Actively participates in the admission process for non-OSS students, in conjunction with the Associate Chair UG and non-OSS Admissions Specialist (Registrar's Office) including admission decisions and transfer credit assessment.
- Responsible for admission decisions for internal transfer applicants in consultation with the Associate Chair UG.

Staff management and support

- Manages the hiring, training, evaluation, and development of the Community Outreach and Communications Specialist.
- Contributes to the hiring, training, evaluation and development of the Events Coordinator and Program Assistant in their responsibilities related to undergraduate program support.
- Backup support for Administrative Officer during absences with course scheduling and final exam arrangements as needed.
- Serves as departmental representative as needed on special projects and committees.

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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">• Bachelor's degree preferably in Recreation and Leisure Studies or equivalent education and/or work experience
Experience <ul style="list-style-type: none">• Demonstrated undergraduate student program management, including experience in and commitment to providing academic support and counselling for undergraduate education and training• Demonstrated experience mentoring students for success• Excellent knowledge of and demonstrated experience interpreting University of Waterloo policies and procedures as they relate to this position and department undergraduate programs• Experience in dealing with conflict resolution and the ability to proactively anticipate potential challenges and take the initiative to rectify situations
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Ability to work both independently and collaboratively, developing and maintaining effective working relationships• Excellent leadership/mentorship and interpersonal skills to present as a friendly, professional advocate for the department and its activities• Proven listening, oral and written communication skills to foster good working relationships with a variety of clients including students, staff and faculty• Proven ability to communicate with undergraduate students, including distressed and academically struggling students and the ability to deal appropriately with confidential information• In-depth and current knowledge of the department undergraduate curriculum, academic requirements, policies, procedures, and best practices• Superior analytical and problem-solving skills• Excellent organizational skills to manage multiple priorities in a high-pressure environment with changing deadlines and large volumes while maintaining detailed record documentation• Working knowledge of Microsoft Office Suite, Sharepoint, as well as other UW specific programs such as OnBase, Quest, ASIS/OATS, UW-Learn

Nature and Scope

- **Contacts:** Administrative Officer, Community Outreach and Communications Manager, Events Coordinator and Program Assistant, Associate Chair for Undergraduate Studies, Department Chair, department faculty members, Faculty of Health Dean's Office administrative and program staff, Undergraduate officers in other UW academic units, Registrar's Office, Co-operative Education, Student Success Office, Counseling Services, Athletics, AccessAbility Services, Waterloo International, current undergraduate students, prospective applicants, parents of current or prospective students, alumni, College pathways contacts (internal and external).
- **Level of Responsibility:** The incumbent will possess proven ability and show initiative in understanding of undergraduate operations and activities with minimal supervision. This position will be expected to operate within established policies and procedures and to demonstrate sound judgment and consultative skills to maintain a collaborative environment.

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- **Decision-Making Authority:** The position is expected to use sound judgment to make independent decisions based on existing policies and procedures. Extraordinary issues are referred to the Associate Chair for Undergraduate Studies or Administrative Officer with recommendations for solution or action.
- **Physical and Sensory Demands:** This role requires minor physical exertion associated with office and computer work. Minimal psychological risk is possible resulting from exposure to some disagreeable situations/conversations or the requirement to enforce policy. Some interactions may be with clients who are demanding, emotional, angry, or may have mental health conditions. There is a frequent need to give close attention to various written and verbal information while maintaining thoroughness and accuracy. The incumbent requires the ability to juggle and prioritize multiple simultaneous demands.
- **Working Environment:** This role is primarily office based with regular working hours and the occasional requirement to attend a recruitment activity or other meeting/function outside of regular business hours. Work priorities may change regularly as the volume of work varies throughout the year with frequent phone, e-mail, and in-person drop-in interruptions and multiple demands from multiple clients.