

## Job Description

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<b>Job Title:</b>	Undergraduate Program and Scheduling Coordinator
<b>Department:</b>	School of Public Health & Health Systems
<b>Reports To:</b>	Directly: Administrative Officer; Functionally: Associate Director, Undergraduate Studies
<b>Jobs Reporting:</b>	Academic Assistants, Undergraduate
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	August 2018

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### **Primary Purpose**

Under the direction of Administrative Officer, the Associate Director-Professional Graduate Programs and the Director of the School of Public Health and Health Systems (SPHHS), the incumbent supports the effective and efficient delivery of academic and administrative services to undergraduate students in the SPHHS Programs: Bachelor of Science and Bachelor of Public Health. A significant aspect of the job is operational leadership, oversight of undergraduate academic counselling and advising, and being the primary point of contact for prospective, transferring and current undergraduate students during their tenure in the School. The incumbent works with the Associate Director, Undergraduate Studies to liaise with instructors/advisors, teaching assistants, students, as well as external groups and agencies to the School and University to coordinate relevant procedures and activities. The incumbent must be knowledgeable of University of Waterloo policies and procedures as they relate to the functioning of the BSc and BPH programs and undergraduate programs at the university more generally. Communication skills are a key component of every aspect of the coordinator position.

### **Key Accountabilities**

#### **Student Advising**

- Provides confidential advising to students of their individual course and program/plan selection within the context of their educational and career goals during the academic cycle (guidelines, course requirements, milestones, etc.) in accordance with University policies and procedures. Responses can be by telephone, in-person, and in writing; sensitive to the needs of a wide client base including co-op students, internal/external transfer students, international students, and students registered with AccessAbility.
- Primary contact for students in crisis. Provides immediate direction to students in a sensitive and confidential manner (academic concerns or personal matters). Connects students with appropriate campus resources and support (Ex. Counselling Services, UW Campus Police, Here 24/7, Good2Talk, etc.).
- Designated Representative of the SPHHS Red Flag Practice. Ensures academically at-risk students, flagged by course instructors, meet with a SPHHS academic advisor and are advised appropriately.
- Advises students regarding undergraduate policies, examination regulations/accommodations, and petition procedures including proper completion and submission of forms.
- Reviews degree checklists to ensure student progression in their degree.
- Advises internal/external transfer students regarding course sequence options following admission and approval of transfer credits.
- Reviews and approves students' Academic/Work-Term Sequence Change requests.

- Advises students applying to an Accelerated Master's program. Ensures undergraduate degree will successfully be achieved. Receives/reviews/submits applications for Accelerated Master's program to graduate program admission committee.
- Accountable for review of NSERC/USRA applications and candidate ranking in SPHHS before candidate submission to AHS Assistant to the Dean for processing.

### **Undergraduate Timetable Scheduling**

- Manages SPHHS scheduling in consultation with Graduate Coordinator MSc/PhD and Professional Graduate Program Coordinator.
- Acts as the main point of contact for SPHHS scheduling processes and is responsible for ensuring that SPHHS leaders and faculty/instructors are aware of university policies and procedures as they relate to course scheduling.
- Works closely with SPHHS Director, Associate Director, Undergraduate Studies and Administrative Officer to determine teaching needs for the fiscal year (by term).
- Forecasts future enrolment capacities and creates course combinations to minimize student conflicts between required courses and restricted electives.
- Reviews/identifies challenges and opportunities in instructors' course constraints submissions and provides recommendations to SPHHS Director. Ensure that SPHHS course builds and any instructors' Level 1 and 2 constraints are approved by SPHHS Director while maintaining compliance with UW PAC scheduling policies.
- Maintains close working relationship with all areas of AHS to avoid potential scheduling conflicts. Prepares and submits Schedule of Classes data which includes the courses being taught and enrollment limits for each and Code Scheduling Data Faculty Undergraduate Operations Manager.
- Monitors enrolment activities in AHS 150 and all HLTH courses, including courses requiring Department Consent, utilizing course-selection data, QUEST and Schedule of Classes to adjust enrolment capacity and reserves and/or add/eliminate courses from term.
- Reviews, modifies and submits Department Consent forms and Service Indicators data
- Advises, supports and assists Undergraduate Students in resolving problems with course enrollment using many aspects of QUEST.

### **Business Processes and Administration**

- Serves as a back-up support to the SPHHS Administrative Officer; manage Administrative Officer's task and responsibilities during absence.
- Central position for all undergraduate programs activity, performing a complex range of functions that are necessary for the proper academic support during a graduate student's full academic cycle.
- Coordinates the review of all SPHHS Student Academic Progress Reports each term to identify students not progressing academically. Devises an action plan for Academic Assistants to contact and meet with students who are in conditional, failed/ required to withdraw, failed foundation term and failed non-degree standings; provide appropriate educational or professional resources on campus. Communicates change standings/transcript texts to Records Coordinator in the Office of the Registrar.
- Full responsibility for approval/refusal of undergraduate students requesting to graduate with Honours Health Studies or Honours Public Health degree with a Specializations and/or Health Informatics Option and/or Minor in Gerontology/Option in Aging.
- SPHHS Designate for INCs (Incomplete) grades. Ensures that online INCs are properly completed by term instructors/special lecturers. Responsible for follow up and submission of grade revision to Registrar's Office once term(s) when INCs are completed.
- Provides academic guidance and support to SPHHS faculty, special lecturers, TAs and staff in adherence to University/Faculty policies and SPHHS administrative procedures/best practices.

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- Full approval and signing authority for Plan Modifications (adding Plan 20s and Internal Transfers), Letter of Permissions, Cross-Registration Forms and Academic/Work-Term Sequence Change Request Forms.
- Coordinates and reviews, in consultation with the Associate Director – Undergraduate Studies, all Re-admission Application forms for non-degree and second degree. Ensure successful applicants receive an individualized course sequence and are enrolled in the appropriate courses for their first term.
- Reviews, assesses and approves applications of Internal Transfers candidates into programs based on SPHHS Internal Transfer criteria. Consults with Associate Director on cases that require a second review. Submits Plan Modification forms of students who have been accepted and refused to the Records Assistant (Registrar's Office) for processing. Assigns appropriate Academic Assistant to meet and advise all internal transfer candidates.
- Coordinates the printing of midterms and final exams; communication of final exam dates, final exam printing deadlines and examination process and procedures to course instructor/special lecturers and proctors each term.
- Communicates upcoming seminar courses, requiring approval of SPHHS School Consent form, on LEARN. Ensure students are enrolled in the approved courses.
- Reviews/updates/disseminates Student Handbook and Teaching Manual prior to the beginning of the new calendar year.
- Serves on numerous SPHHS and AHS committees and participates in recruitment initiatives as representative from SPHHS on undergraduate programs.
- Coordinates communication to all graduands regarding Convocation, including letters/awards to Gold Medal and Honours Thesis Award recipients.
- Manages, secures and destroys all confidential student files, course descriptions, grade reports, examinations and assignments in accordance with UW policy and relevant privacy legislation.
- Liaises with the UW Bookstore for textbooks and courseware orders, including desk copies.
- Acts as the NSERC Coordinator for SPHHS, reviews all applications and candidate ranking in SPHHS before candidate submission to AHS Assistant to the Dean for processing.

### **Administrative and Human Resources Leadership**

- Direct supervisor of the Academic Assistant – Undergraduate Program; coach, train and develop Academic Assistant to achieve their professional goals.
- Ensures staff compliance and adherence to University of Waterloo policies, SPHHS best practices and health and safety standards.
- Coordinates hiring of Administrative Assistant, working with the Administrative Officer and HR through iCiMS process.
- Approves vacation requests, monitor absenteeism and conduct yearly performance reviews.

## **Required Qualifications**

### **Education**

- University degree required (or equivalent education and experience in a related field).

### **Experience**

- Experience in and commitment to providing academic support and counselling for undergraduate education and training.
- Demonstrated experience interpreting academic policy and drafting program related administrative procedures.

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

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- In-depth and current knowledge of the SPHHS Undergraduate curriculums, academic requirements, relevant policies, academic records systems and best practices preferred.
- Demonstrated problem-solving and analytical skills are required to deal with inquiries from distressed and academically struggling students.
- Excellent organizational skills and the ability to prioritize, handle multiple assignments and deadlines.
- Demonstrated ability to work independently and lead a team, in a fast-paced environment is required.
- Demonstrated excellent verbal and written communication skills, including the ability to produce reports and have sensitivity to the needs of a wide client base.
- Demonstrated ability to prioritize, multi-task and adapt in a busy, complex environment with rapidly-changing priorities and demands.
- Excellent computer skills including proficiency with the latest word-processing and spreadsheet software, OnBase, UW-Desire2Learn, Quest, Infosilem, WorkDay, Content Management System (preferably Drupal based).
- Ability to maintain student confidentiality and the privacy rules that govern these cases at all times.
- Exceptional leadership/mentorship and interpersonal skills are essential.

### Nature and Scope

- **Contacts:** Conveys key information on the undergraduate programs to faculty, staff, students, and external stakeholders. The incumbent liaises with both internal and external stakeholders which includes current and potential students, faculty (current and special lecturers), Associate Director, Undergraduate Studies, Academic Assistants, Undergraduate Studies (SPHHS), Registrar's Office (Records Assistants and Records Coordinator), Co-operative Education and Centre for Career Action, Undergraduate Operations and Events Manager and Scheduling (AHS), Undergraduate Operations Assistant (AHS), Administrative Officer (SPHHS), Department Director (SPHHS), Graduate Coordinator (SPHHS), Professional Graduate Programs Coordinator (SPHHS), Academic Advisors, Counselling Services, AccessAbility, Student Success Office, Waterloo International Office, Undergraduate Recruitment Coordinator, Student Relations Officer and Student Success Officer, Living-Learning Community Leaders.
- **Level of Responsibility:** The incumbent is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment. The coordinator supervises and mentors the Academic Assistants while addressing concerns and inquiries from current, internal/external transfer students and faculty ensuring University policies and procedures are followed.
- **Decision-Making Authority:** Accountable and responsible for delivering administrative support to the clients of the School by making decisions that support departmental and university procedures/policies and expectations.
- **Physical and Sensory Demands:** There is a frequent need to give close attention to various stimuli such as written material and information given verbally to others. The work is varied. There are deadline pressures that need to be balanced with the demand for thoroughness and accuracy. The incumbent requires the ability to juggle and prioritize multiple simultaneous demands and files
- **Working Environment:** Much of the time is spent sitting in an office environment. Some travel along with overnight and after hours work may be required on occasion.