

WATERLOO MATHEMATICS

Job Description Form

JOB INFORMATION			
<i>Job Title</i>	Graduate Studies Supervisor	<i>Position ID</i>	1323
<i>Division/Department</i>	David R. Cheriton School of Computer Science		
<i>Location</i>	Main Campus		
<i>Reports to Job Title</i>	Administrative Officer	<i>Reports to Position ID</i>	1677
<i>Jobs Reporting (Job Titles and IDs)</i>	<ul style="list-style-type: none"> Graduate Coordinators 		
<i>Effective Date</i>	January 2017		
PRIMARY PURPOSE			
<p>The Graduate Studies Supervisor provides leadership to staff in the School's graduate office to ensure effective operation of the Computer Science graduate program within established policies and procedures. The Graduate Studies Supervisor is accountable for the management of the Graduate Studies Office including supervision of all administrative processes to support graduate programs and graduate students from Application for Admission through to Convocation, ensuring outstanding customer service to both graduate students and their supervisors and instructors. The incumbent advises the Director of Graduate Studies regarding current policies and procedures pertaining to graduate studies. The Graduate Studies Supervisor also facilitates communication among the graduate students, faculty administrative appointees to Graduate Studies, course instructors, the administration of the School and the Computer Science Computing Facility (CSCF) in order to promote the long-term stability of teaching support for the graduate program.</p>			
KEY ACCOUNTABILITIES			
1	Leadership/Staff Management	<ul style="list-style-type: none"> Oversee day-to-day activity and assignments of direct reports. Provide and promote opportunities for training and professional development of direct reports. Hold employees accountable for performance through informal methods such as regular feedback and coaching, as well as the formal performance appraisal process. Ensure appropriate staffing levels, including back-up and cross-training support to balance workloads and meet the expectations required for smooth and efficient daily operations of the Graduate Office team. Ensure Graduate Coordinators work proactively to provide a high level of customer service to faculty, staff and students. Participate in various School and University committees and meetings as determined by the Directors of Graduate Studies in order to provide input about best practices, problems, scholarship guidelines, and Graduate Studies Office procedures, and to assist with strategic planning. Prepare the annual graduate studies budget for the Director, Graduate Studies' approval. Oversee the assignment of teaching assistantships, research assistantships, and payroll processing, ensuring that budget constraints are met. 	
2	Admissions & Student Advising	<ul style="list-style-type: none"> Oversee and participate in the processing of applications to the School's graduate programs while ensuring compliance with the admissions requirements and conditions of the School, the Faculty of Mathematics and the University. Pre-screen applications for the Admissions Committee and bring strong applications to their immediate attention. Maintain knowledge of current policies and procedures pertaining to graduate admissions. Provide administrative support to the Director, Graduate Studies regarding the admission processes and funding for applicants. Provide support to applicants regarding deadlines, procedures, admission requirements, funding support, and ESL language requirements. Record admission decisions and prepare offers of admission and funding support. Provide knowledgeable advice to graduate students including, but not limited to: course enrolment, program requirements, appeal procedures, and degree completion requirements. Provide advice and information to students considering industrial internships or co-op placements; confirm eligibility of graduate students for co-op placement. Identify and refer atypical problems concerning academic success to the Director, Graduate Studies and assist in the academic decision-making process. Maintain current knowledge of policies, procedures and resources that pertain to registered students in order to update and advise staff, graduate advisors and instructors. 	
3	Program & Scholarships Administration	<ul style="list-style-type: none"> Provide background information and statistics for various School reports, committees, accreditation reviews and government institutions; provide research and support to the Director, Graduate Studies. Maintain student files and update student records on the database. 	

	<ul style="list-style-type: none"> Process paperwork for course add/drop requests, changes of enrolment/program, program extensions, program completion and intention to graduate, and other required graduate paperwork in accordance with University policies and procedures. Advertise internal scholarships and competitions and provide information and advice to graduate students during the application process. Oversee the Cheriton Graduate Scholarship applications; process the nominations for internal scholarships and awards. Coordinate the nomination of the University convocation awards. Support application procedures for various industrial fellowships and external awards. Allocate School travel funding for conferences according to budget constraints. Maintain a repository of awards and scholarships within the School; update information on the Scholarships web page.
4	<p>Graduate Course Scheduling</p> <ul style="list-style-type: none"> Assist the Director of Graduate Studies in the development of graduate course offerings each term; maintain the course offerings web page. Compile and submit scheduling data to Scheduling Office and liaise with Scheduling and the Graduate Studies Office to arrange reserves, course permissions, and scheduling changes. Liaise with graduate course instructors to create a term course schedule and minimize course conflicts; arrange course reserves, course permissions, and make scheduling changes as required. Liaise with timetabling representative in CS Undergraduate office to report and resolve issues concerning graduate courses held with undergraduate courses. Maintain and monitor course waiting lists and work with instructors to issue course permissions where required.
5	<p>Communications</p> <ul style="list-style-type: none"> Coordinate with staff responsible for maintaining communications for the School to ensure accurate and current information about graduate studies and scholarship programs. Content creator and editor for the web content management system; oversee and assist with the maintenance of the School's graduate web pages. Provide background information and statistics for various School reports, committees, accreditation reviews, and government institutions.

POSITION REQUIREMENTS

<i>Education</i>	Bachelor's degree or equivalent experience.
<i>Experience</i>	Excellent interpersonal, analytical, and communication skills (verbal and written). Extensive and progressive leadership and mentoring of staff. Demonstrated use of sound judgement, tact, diplomacy, listening skills, and problem solving skills to build positive relationships with individuals of varying levels of education and skill. A proven self-starter with the ability to identify issues, maintain confidentiality, and recommend opportunities for improvement. Must be able to work independently and as part of a team in a complex and dynamic environment.
<i>Technical</i>	Intermediate knowledge of Microsoft Word and Excel, database applications (OnBase, Filemaker Pro), Quest and the University of Waterloo's web content management system or similar systems.

NATURE AND SCOPE

<i>Interpersonal Contacts</i>	<p>In addition to the direct reports listed, the incumbent will communicate regularly with the Director and Associate Director of Graduate Studies, the Graduate Studies Office and the Mathematics Graduate Office.</p> <p>Internally, communicate with the following to present and discuss information and problems:</p> <ul style="list-style-type: none"> School Director School Administrative Officer and Financial Officer Faculty members and Instructors within the School CSCF managers and technical staff Scheduling Office Office for Persons with Disabilities Cooperative Education and Career Action Centre International Student Office
<i>Level of Responsibility</i>	<ul style="list-style-type: none"> The job has specialized work with minimal supervision and has direct reports reporting to it.
<i>Decision-making Authority</i>	<ul style="list-style-type: none"> Makes decisions on timelines, budget allocations, staffing resources to meet established objectives. Makes staffing decisions of those associated with a management position, in conjunction with the Administrative Officer. Makes independent decisions typical of those associated with scheduling, student advising and university graduate studies operations. Makes decisions about the best way to document and communicate policies and procedures.
<i>Physical and Sensory Demands</i>	<ul style="list-style-type: none"> Minimal demands typical of an administrative position within an office environment. Occasional exposure to people who are upset or angry.
<i>Working Environment</i>	<p><i>Travel</i></p> <ul style="list-style-type: none"> None

	<i>Working Hours</i>	<ul style="list-style-type: none"> Regular working hours, occasional evening/weekend work required
	<i>Risks – physical and psychological</i>	<p>Content: Choose from the following:</p> <p>Physical risks</p> <ul style="list-style-type: none"> No significant risks <p>Psychological risks</p> <ul style="list-style-type: none"> Minimal exposure to disagreeable conditions typical of a supervisory position

<i>APPROVED BY</i>	Jack Rehder	<i>Title</i>	Executive Officer
<i>USG GRADE</i>	USG 7		