

Job Description

Job Title:	Graduate Studies Manager
Department:	David R. Cheriton School of Computer Science
Reports To:	Administrative Officer
Jobs Reporting:	Graduate Coordinators, Graduate Administrator and Graduate Services Office Assistant
Salary Grade:	USG 8
Effective Date:	December 2020

Primary Purpose

The Graduate Studies Manager is responsible for the management and delivery of services designed to enhance, promote and advance David R. Cheriton School of Computer Science graduate programs (PhD, Master's Thesis, Master's Coursework, Master's Data Science Artificial Intelligence, Co-op for Master's programs and Non-Degree). The Manager advises the Director and Associate Director, Graduate Studies, enforces graduate program policy and oversees the operation of the graduate studies program office.

Key Accountabilities

Student Academic Service

- Manages, coordinates and administers the daily operations of graduate academic advising services
- Oversees an advising team that offers support to approximately 500 students throughout the life of their degree program
- Manages a portfolio of student-related functions from recruitment to graduation, including admissions, orientation, advising, awards, scholarships, academic standing, academic honesty, petitions, dissertation defenses and grade reappraisals
- Oversees graduate student funding, graduate teaching assistantships, etc.
- Responsible for ensuring the accuracy, integrity and security of all CS graduate student records
- Ensures the Graduate Calendar is up to date and reflects academic standards/requirements and procedures
- Acts as resource person regarding policies and procedures governing the graduate programs
- Counsels graduate students on academic matters
- Serves as liaison with CS Graduate Student Association to build student engagement

Human Resources Management

- Establishes priorities and work schedules for staff members, conducts workload assessments, defines staffing responsibilities, and establishes performance standards
- Ensures appropriate and effective staffing for ongoing delivery of services
- Manages staff performance to ensure that they provide a high level of client service on a consistent basis
- Ensures staff receive appropriate training, direction and staff development
- Provides support in dealing with staff concerns/issues
- Completes staff performance appraisals, manages performance issues, and takes disciplinary action if required
- Provide approvals on Teaching Assistantship hirings

Strategic Enrollment Management

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- Provides leadership and oversight for the graduate admissions and offer process across three intakes per year
- Evaluates and assesses enrolment targets, tracks acceptances and enrolment of graduate students
- Ensures that student financial support is effectively used to recruit the best students
- Oversees development of departmental systems for graduate admissions and applications

Planning and Communications

- Analyzes and interprets student and program data to provide statistics and reports e.g. time to degree completion
- Provides research support to the Director, Graduate Studies including data collection and analysis in support of CS strategic priorities
- Work in conjunction with the Recruitment Coordinator on graduate student recruitment events and newsletters
- Serves as a consultant to the CS Graduate Studies Admissions Sub-Committee and the CS Graduate Studies Scholarship Sub-Committee
- Administers Graduate Student Exit Survey and key performance indicators to develop retention strategies
- Maintains graduate studies literature e.g. Graduate handbook, TA Guide, Supervisor Guide, etc.
- Prepares briefs for external surveys with respect Graduate Studies and students (Taulbee)
- Manages graduate program web content including 'How To Directions' and 'Course Introduction' videos

Other

- Assist Director and Associate Director, Graduate Studies with planning, vision and issue resolution
- Special project analysis, reporting and other duties as required
- Oversees the Cheriton Graduate Scholarship applications, process the nominations for internal scholarships and awards
- Liaises on Operational budget, strategic direction and financial reconciliation with the Administrative Officer and Financial Officer

**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

- Completion of a college diploma is required, Undergraduate degree preferred
- A combination of equivalent education and/or experience may be considered.

Experience

- 3+ years' experience in the administration of academic programs or student services
- 3 + year's supervisory experience
- Intermediate proficiency with various computer programs, including MS Office, databases, online student information systems

Knowledge/Skills/Abilities

- Strong leadership and staff management skills
- Excellent technological skills including database management and statistical analysis
- Strong communications skills, including discretion, judgement and diplomacy
- Ability to successfully collaborate with a variety of diverse professionals and students

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- Excellent planning, logistical and organizational skills
- Demonstrated skill in report writing, including analysis, interpretation, evaluation
- Demonstrated ability to interpret policies and regulations
- Strong written communications skills including management of websites and social media

Nature and Scope

- **Contacts:** Internally: Faculty members, staff, Graduate Studies and Postdoctoral Affairs Office, Mathematics Graduate Office, graduate students. To obtain/provide information, to discuss/interpret policies, procedures, programs. The incumbent works in a collegial and consultative manner with all units and guides process change
- **Level of Responsibility:** Manages a team of academic advisors, coordinating workflow and service delivery. Provides guidance or solutions to problems. Works independently within general guidelines, Job Description requiring judgement and skill in planning, administration, and versatility and initiative in proposing and reacting to policy and procedural changes. The position requires a high degree of knowledge of the requirements for twelve programs of studies and sixteen areas of research options to resolve difficult situations.
- **Decision-Making Authority:** The incumbent must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments to cope with the volume of work and concurrent demands. Evaluates effectiveness and recommends changes to technical approaches and implements department procedures.
- **Physical and Sensory Demands:** Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. Exposure to a fast-paced service-oriented environment with constant interruptions, deadlines, changing priorities, large volumes, and large number of interactions and student queues. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele.
- **Working Environment:** Some overtime may be required during peak periods. Busy and noisy office environment. This role involves psychological risk resulting from unavoidable exposure to disagreeable situations and deals with people who are upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Responds to high volume of competing demands and people with varying needs. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role responds to situations where there is a lot of pressure to find a solution quickly