

Job Description

Job Title:	Graduate Program Administrator/Scholarship Coordinator
Department:	School of Planning
Reports To:	Academic Services Manager
Jobs Reporting:	N/A
Salary Grade:	6
Effective Date:	September 4, 2018

Primary Purpose

This position serves two roles within the School's graduate program. The incumbent is responsible for managing all aspects of the graduate offering which includes three Master's programs (MA, MES, MPLAN), a graduate diploma program (GDIP) and one Doctoral program (PhD). The responsibilities include but are not limited to front line contact with potential applicants, admissions, advisement, course scheduling, degree progression, and completion. In addition, in partnership with the Associate Director, Graduate Studies is responsible for the allocation of Teaching and Research Assistantships, which includes financial reconciliation. Scholarship coordination involves the administration of internal and external scholarships coordinated by the University Graduate Studies office and external agencies. The incumbent must maintain excellent communication and liaise with students, faculty and staff. The School of Planning advocates a positive student service and team based administrative approach; as such, this position must be willing to undertake special projects as may be assigned by the Academic Services Manager.

Key Accountabilities

Graduate Studies Recruitment/Admissions including but not limited to:

- Responsible for the administration of the School of Planning graduate admission processes, including annual circulation of applications via OnBase as well as the rolling admission cycle of the online programs, the Graduate Admissions Project online Document Management System (DMS), obtaining the required feedback from faculty members; ensuring that minimum University admission requirements have been met, including degree, academic standing, English language proficiency certification, financial support, recommended level of study and averaging of transcripts; and preparation and submission of the recommendation to the Graduate Studies and Postdoctoral Affairs Office
- In consultation with the Associate Director Graduate Studies determine when it is appropriate and necessary to deviate from policy and/or in determining alternative solutions
- Provide admission reports for the Associate Director Graduate Studies, as requested through Faculty Data Extracts available on the University Quest system to assist in the academic admission decision-making process. Prepare Offer of Admission/Acceptance Letters for accepted students, obtain appropriate authorization, and ensures correct interpretation and adherence to graduate regulations as they apply to Offer Letters and Admission Recommendations
- Communicate adverse decisions when necessary, provide an explanation when requested and, recommend options/alternatives to the applicant
- Represents the School at graduate recruitment fairs and responding to inquiries from potential applicants

Academic Advising including but not limited to:

- Provides knowledgeable advice to prospective and current students regarding the following:

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- academic programs and courses available
- admissions process
- graduate policies
- administrative procedures
- degree requirements
- financial matters
- issues pertaining to international students
- sources of assistance available to students in stressful situations
- thesis regulations
- convocation requirements
- informing employment opportunities
- academic counsel and support for clarification of policy and administrative procedures for the School as it relates to the Graduate Program.
- coordinates student defences, advises students of submission deadlines and guides students through the defense procedures
- advise when questions should be referred to the Associate Director, Graduate Studies

Academic Records Management included but not limited to:

- Maintain accurate academic records; initiating, collecting, and submitting time extension petitions; verifying convocation; monitoring completion of degree requirements by maintaining accurate records, etc.
- Produce student progress reports ensuring that students are registered each term by government count date; preparing student funding statements for tuition payment and student registration verification letters

Administration including but not limited to:

- Responsible for reviewing and communicating updates of material for the graduate online calendar, including but not limited to adds/changes to faculty appointments, revisions to program details, courses and course offerings
- Preparation of Graduate Studies Reports for Schools meetings, Faculty Graduate Studies meetings and Faculty Council using the Senate Graduate Research Council curricular change form
- Preparation and review updates on the graduate portion of the School website using WCMS, for the Site Manager
- Teaching/Research Assistant allocation – in partnership with the Associate Director, Graduate Studies, deploys graduate students to most productively meet the needs of the School and progression of the students
- Coordinate efforts related to the Graduate portion of the cyclical Program reviews and accreditation report
- Responsible for maintenance of the positions procedural manual
- Responsible for communication coordination related to graduate student matters including policy, scholarship, grant (conference travel) and employment opportunities, and student activities (Association of Graduate Student Planners)
- contribute and participate in School functions and projects as assigned by the Academic Services Manager

Financial including but not limited to:

- Responsible for managing and balancing the annual Graduate Teaching Assistant/Research Assistant budget and Scholarship budget as filtered through the Associate Dean, Graduate Studies
- Managing the Graduate Student Research Travel budget and processing of claims
- Prepare and authorize salary payments for Graduate TA's
- Process payments for RA's and GRS for unit faculty members

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Scholarship Coordinator including but not limited to:

- Organization and administration of the application process for several internal and external scholarships (OGS, SSHRC, NSERC, CIHR, etc.), which includes reviewing, tracking and editing applications using complex eligibility and procedural criteria.
- Advises students on application/nomination concerns and communicates final decisions
- Reviews applicants for eligibility, ordering transcripts and calculating transcript averages, checking for accuracy, tracks applications
- Liaises with the Graduate Studies and Postdoctoral Affairs Office for issues related to payments, programs, award applications and supplementary funding

**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

- Post-secondary education or Bachelor's degree or equivalent education and/or experience.

Experience

- Several years' related experience in an academic unit, demonstrating a solid understanding of University policy generally and admission procedures and assessment of transfer credits in particular.
- Several years' experience in Graduate Administration required

Knowledge/Skills/Abilities

- Exceptional verbal and written communication skills
- Demonstrated problem solving and effective time management skills
- Independent judgement in time management, task prioritization and decision-making
- Proven ability to manage a large volume of work, conflicting priorities and deadlines
- Excellent human relations skills; proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students.
- Intermediate experience with Microsoft Word, Excel, Outlook. Experience using Quest, WCMS (Waterloo Content Management Software) would be a definite asset.
- Basic to intermediate experience with PowerPoint. Experience with OnBase or SharePoint would be a definite asset.

Nature and Scope

- **Contacts:** All Faculty of Environment faculty and staff, Graduate Studies and Postdoctoral Affairs Office, Scheduling Department, Human Resources, Student Awards Office, Finance, International Student Office, Office of Research, Counselling Services **External:** This position will have significant contact with prospective students, alumni, potential supervisors and committee members for graduate committees, both within the UW campus as well as external institutions.
- **Level of Responsibility:** This position is responsible for managing all aspects of the School's graduate program. The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** Must effectively manage day-to-day conflict, is the first point of contact for advising students with academic issues pertaining to policies etc., including but not limited to TA assignments. The incumbent must act independently in determining alternative solutions but if needed

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consults with various areas to seek resolution, including but not limited to the Associate Director, Graduate Studies, Assistant to Associate Dean, School Academic Services Manager, University Graduate Studies Office in addition to other areas as required.

- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue; strain or risk of injury as a substantial amount of time is spent sitting at a computer with repetitive keyboard movements. The incumbent must possess mental endurance and patience in cross-cultural and interpersonal relations with a diverse clientele.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. There may be ambiguity in some situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalations in process. This role involves irregular and/or high volumes and multiple and/or tight deadlines beyond one's control, and constant interruptions. Thoroughness, accuracy, and attention to detail in a high-volume, multitasking environment is critical. This position is very fast paced due to the high volume of requests, and the revolving cycles.