

## Job Description

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<b>Job Title:</b>	Associate Editor, Undergraduate Calendar and Communications Specialist
<b>Department:</b>	Office of the Registrar
<b>Reports To:</b>	Editor, Undergraduate Calendar and Manager, Communications
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	March 2019

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### **Primary Purpose**

The Associate Editor, Undergraduate Calendar and Communication Specialist shares responsibilities, under the leadership of the Editor, Undergraduate Calendar and Manager Communications (Editor) for the development and co-ordination of the annual Undergraduate Calendar. The Undergraduate Calendar provides official information about dates, courses, programs/plans, and related policies and regulations for students and applicants, as well as general information about the University.

The incumbent works collaboratively with and assists the Editor and contributes in a major way to effectively communicate with the University community, clients of the Office of the Registrar (RO), other academic support departments and student support services on campus. This communication role provides support for web development and technical management of websites within the RO; the issuance of important dates and information to various campus sectors; the co-ordinating and sending of mass email communications to large groups of undergraduate students (approximately 35,000), and the posting of notices to the student Portal.

### **Key Accountabilities**

#### **Undergraduate Calendar**

- Documents, reviews, and edits new material and information related to Calendar content based on Senate and other University committee minutes.
- Is fully knowledgeable in accessibility requirements to ensure all aspects of the online Calendar meet legislative and student requirements.
- Shares responsibility for the production of training and procedural documentation, and helpful resources for calendar representatives.
- Conducts training sessions, and is a point of contact for inquiries, troubleshooting, and solving problems that originate from calendar representatives.
- Maintains full editorial responsibility for the materials submitted by calendar representatives including accuracy of content, grammatical correctness, compliance with accessibility legislation, and Waterloo style guidelines.

#### **Academic Calendar Maintenance System (ACMS)**

- Updates user guides, sets permissions and access of staff/faculty using the software, reports technical problems, updates the calendar structure.
- Updates the friendly URL database.
- The incumbent liaises with and recommends technical solutions to outside ACMS design consultants and internal IST technical staff.

#### **Communications and Information Distribution**

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- Assists the Editor in the co-ordination of mass email communications and the running of electronic extracts from the student information system using query tools for important records-related mass emails for all active undergraduate students.
- Acts on requests from campus stakeholders submitted to registrar@lists.uwaterloo.ca (Mailman) and updating the membership lists as required.
- The incumbent is responsible for the co-ordination, creation, and scheduling of mass emails for the RO using GroupMail to approximately 35,000 undergraduate students. The incumbent monitors and meets to review mass email strategy, and reviews email communications processes in the office.
- Responds to all generic email accounts that support our websites.

### **Website and Form Maintenance**

- Assists the Editor to design, manage, publish, and edit all content on the Registrar's Office; Quest; Undergraduate Studies Forms, Registrar Resources for Staff and Faculty, and Important Dates websites.
- The incumbent provides support in the preparation of the "How do I" help pages for the Quest website.
- Attends meetings and information sessions applicable to web development, branding, and accessibility.
- Completes recommended changes, inventory, design, preparation of forms (web accessible fill-in PDF forms or online web forms) for use by the RO (and any forms used shared with Graduate Studies and Postdoctoral Affairs); consults with the Student Service Centre when applicable.
- Assists in updating and disseminating important date information displayed on the web (e.g., the student Portal, the Daily Bulletin, the UWaterloo home page).

### **Convocation**

- Assists the Editor in preparing the degree hood racks for upcoming convocation ceremonies (ensure proper quantity/stock and order of hood hanging, and notifying W Store and Hooding Area Supervisors).

*\*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**

- College diploma and/or undergraduate degree and/or equivalent work experience

### **Experience**

- 1-2 years experience in a role where communications is a key accountability
- Previous customer service experience an asset

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

- Proven excellent writing, editing, and proofreading skills for content in a range styles
- Knowledge of and experience producing accessible web content
- Strong attention to detail, planning, and co-ordination skills
- Excellent interpersonal communication skills for varied audiences

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- Workflow and prioritization skills to manage multiple deadlines
- Good project management skills
- Proficient with MS Word, Excel, Adobe Professional; knowledge of HTML is an asset
- Knowledge of curriculum approval processes is an asset

### Nature and Scope

- **Contacts:** The incumbent must maintain a close, productive working relationship with all management and staff in the Office of the Registrar, with calendar representatives, and with communications and web development colleagues across campus. The incumbent routinely interacts with members of the academic community and other administrative departments in the performance of their duties. Must have excellent judgment and the ability to build consensus and foster teamwork among a variety of stakeholders in the calendar production effort across campus.
- **Level of Responsibility:** The job has defined duties and responsibilities and receives direct supervision but is expected to perform with minimal daily supervision.
- **Decision-Making Authority:** Applies explicit guidelines and procedures in making decisions; makes straightforward decisions based on adequate information; deals with exceptions using clearly specified rules; and supports and acts on decisions.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Primarily office-based, long hours at a computer; various cross-campus meetings.