

WATERLOO REGISTRAR'S OFFICE

Job Description Form

JOB INFORMATION			
<i>Job Title</i>	Editor, Undergraduate Calendar and Manager, Communications	<i>Position ID</i>	1519
<i>Division/Department</i>	Registrar's Office		
<i>Location</i>	Main Campus		
<i>Reports to Job Title</i>	Assistant Registrar, Policy and Communications	<i>Reports to Position ID</i>	1168
<i>Jobs Reporting (Job Titles and IDs)</i>	Associate Editor, Undergraduate Calendar and Communications Specialist		
<i>Full-time Equivalent</i>	100%		
<i>Effective Date</i>			
PRIMARY PURPOSE			
<p>The Editor, Undergraduate Calendar and Manager, Communications is responsible for the development and coordination of the annual Undergraduate Calendar. The Undergraduate Calendar provides official information about dates, courses, programs, and related policies and regulations for students and applicants, as well as general information about the University.</p> <p>The incumbent works collaboratively with the Project Manager, Registrar's Office Communications and contributes in a major way to effectively communicate with the University community, clients of the Registrar's Office, other academic support departments, and student support services on campus. This key communication role involves web development and technical management of the Registrar's Office; Convocation; Quest; and Scheduling, Timetabling, and Examination Project (STEP) websites; the issuance of important dates and information to various campus sectors; the coordinating and sending of mass email communications or the approval of stakeholder requests for blast email messages to large groups of undergraduate students (approximately 30,000), and the posting of notices to the Student Portal.</p>			
KEY ACCOUNTABILITIES			
1	<p>Undergraduate Calendar:</p> <ul style="list-style-type: none"> Establishes and maintains a university-wide publication schedule to ensure the availability of the current and archived undergraduate calendars. 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 and works closely with AccessAbility Services and/or students with disabilities to ensure all aspects of the online calendar meet legislative and student requirements. Responsible for the production of training and procedural documentation for departmental calendar representatives. Conducts training sessions, and is the first contact for managing all inquiries, troubleshooting, and solving problems that originate from calendar representatives for the Faculties of Engineering, Mathematics, and Science; and for the following sections of the calendar: Calendar Access, University of Waterloo General Information, Calendar of Events and Academic deadlines, Admissions, Fees, Awards and Financial Aid, Co-operative Education & Career Action, Contacts. Maintains full editorial responsibility for the materials submitted by departmental calendar representatives including accuracy of content, grammatical correctness, compliance with accessibility legislation and UWaterloo style guidelines. 		
2	<p>Academic Calendar Maintenance System (ACMS):</p> <ul style="list-style-type: none"> Updates User Guides, sets access permissions for staff/faculty using the software, reports technical problems and tests upgrades to the calendar software, updates the calendar structure and notifies campus users. Updates the friendly URL database. The incumbent liaises with and recommends technical solutions to outside ACMS design consultants and internal IST technical staff. 		
3	<p>Communications and Information Distribution:</p> <ul style="list-style-type: none"> Coordinates blast email communications and the running of electronic extracts from the Student Information system using query tools for important records-related blast emails for all active undergraduate students. Approves 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 blast emails for the Registrar's Office using GroupMail to approximately 30,000 undergraduate students. The incumbent monitors and meets to review blast email strategy, and reviews email communications process in the Registrar's Office. 		

- 4 **Website and web form maintenance:**
- Designs, manages, publishes, and edits all content on the Registrar's Office; Convocation; Quest; and Scheduling, Timetabling, and Examination Project (STEP) websites; attends seminars offered by IST and upgrades skills by taking IST courses applicable to web development and accessibility.
 - Coordinates revisions, submissions, and publishes the "Important Dates" section of the Quest website, the Calendar of Events and Academic Deadlines in the Undergraduate Calendar, the time-sensitive date information on the Quest home page, and the Student Portal.
 - Oversees recommended changes, inventory, design, ordering, preparation of forms for use by the Registrar's Office (and any forms used by both the Graduate Studies Office and the Registrar's Office) and including web accessible fill-in PDF forms; in addition creates/makes changes to online web forms.
 - The incumbent works closely with Registrar's Office staff and with staff in other departments across campus (i.e., Finance, Centre for Extended Learning, and the Graduate Studies Office) in the preparation of the "How do I help pages for the Quest website.
 - The incumbent is responsible for submissions and revisions to the "Important Dates" information displayed on the web, the Student Portal, the Daily Bulletin, the UWaterloo home page, the Student Success Office website, and in scheduled blast email messages.
- 5 **Supervisory:**
- The incumbent is responsible for hiring, training, direction, supervision, and performance appraisals of the Associate Editor, Undergraduate Calendar and Communications Specialist in all aspects of his/her work.
- 6 **Convocation:**
- The incumbent is responsible for notifying waterloostore of the number of graduate and undergraduate hoods by degree to ensure that they have sufficient stock for the upcoming convocation ceremonies and the correct hoods in the required quantity are hung by degree at the ceremonies and participates in distribution of hoods during the ceremony.
 - The incumbent is responsible for updating the hood colour chart for distribution to the Director of Scheduling, Examinations, and Convocation and waterloostore. S/he is responsible for training volunteers to hang hoods over arms at all of the convocation ceremonies.
- 7 **Official Transcript Paper:**
- Manages the data collection including design, inventory, and supply for the official transcript paper and maintains an inventory and security controls of the official transcript paper.
 - Cooperates with Graduate Studies Office (GSO) to establish a an invoice amount to cover the overall cost of transcript paper used by the GSO.
 - S/he deals directly with the external printer, obtains quotes, has signing authority for the purchase order, and maintains history files of usage and costs.

POSITION REQUIREMENTS

<i>Education</i>	<ul style="list-style-type: none"> • College diploma and/or Undergraduate degree and/or equivalent work experience • Previous customer service experience an asset 										
<i>Experience</i>	<ul style="list-style-type: none"> • Strong project management skills • Strong managerial experience and leadership skills dealing with diverse teams and situations • High degree of planning and coordination skills • Excellent written and verbal communication skills for varied audiences • Excellent relationship management skills to work with a variety of partners 										
<i>Technical</i>	<table border="1"> <tr> <td>MS Word</td> <td>Excel</td> <td>HTML/XHTML</td> <td>Adobe Professional</td> <td>Other – Quest, Sharepoint, Browsers</td> </tr> <tr> <td>Advanced</td> <td>Intermediate</td> <td>Advanced</td> <td>Advanced</td> <td>JAWS/WAVE accessibility software, Powerpoint, ACMS, WCMS, GroupMail and Mailman, Snagit all at an intermediate to advanced level</td> </tr> </table>	MS Word	Excel	HTML/XHTML	Adobe Professional	Other – Quest, Sharepoint, Browsers	Advanced	Intermediate	Advanced	Advanced	JAWS/WAVE accessibility software, Powerpoint, ACMS, WCMS, GroupMail and Mailman, Snagit all at an intermediate to advanced level
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NATURE AND SCOPE

<i>Interpersonal Contacts</i>	<p>Internally:</p> <ul style="list-style-type: none"> • The incumbent must maintain a close, productive working relationship with all management and staff in the Registrar's Office, with the calendar representatives from the University, affiliated colleges, departments, and faculties (approximately 90 departments/schools) • The incumbent routinely interacts with members of the academic community and other administrative departments in the performance of his/her duties. • S/he 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. • S/he is a member of the Registrar's Office Management Team. <p>Externally:</p> <ul style="list-style-type: none"> • Supplier of official UWaterloo transcript paper
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<i>Level of Responsibility</i>	<ul style="list-style-type: none"> The position has defined duties and responsibilities and is expected to develop enterprise-wide business protocols in the maintenance and production of the university calendar. The position is responsible to update and inform the campus with information and dates that support undergraduate student education. 	
<i>Decision-making Authority</i>	<ul style="list-style-type: none"> Applies explicit guidelines and procedures in making decisions Makes straightforward decisions based on adequate information Deals with exceptions using clearly specified rules Supports and acts on decisions 	
<i>Physical and Sensory Demands</i>	<ul style="list-style-type: none"> Minimal demands typical of an administrative position within an office environment 	
<i>Working Environment</i>	<i>Travel</i>	<ul style="list-style-type: none"> None
	<i>Working Hours</i>	<ul style="list-style-type: none"> Regular working hours, some evening/weekend work required
	<i>Risks – physical and psychological</i>	<p>Physical risks</p> <ul style="list-style-type: none"> No significant risks <p>Psychological risks</p> <ul style="list-style-type: none"> This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, (e.g., staff or faculty upset with a decision), irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g., phone calls, emails, and unplanned but urgent support requests at different times of year).
<i>APPROVED BY</i>	Do not complete this section	<i>Title</i>
<i>USG GRADE</i>	Do not complete this section	