

Job Description

Job Title:	Editor, Undergraduate Calendar and Manager, Communications
Department:	Office of the Registrar
Reports To:	Associate Registrar, Enrolment Services and Academic Policy
Jobs Reporting:	Associate Editor, Undergraduate Calendar and Communications Specialist
Salary Grade:	USG 9
Effective Date:	May 2021

Primary Purpose

The Editor, Undergraduate Calendar and Manager, Communications is responsible for the development and co-ordination of the annual Undergraduate Studies Academic 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.

The incumbent provides leadership and guidance on communications strategies. This key communication role involves web development and technical management of student-facing (Registrar's Office, Quest, Undergraduate Studies Forms, Student Awards and Financial Aid) and employee-facing (Registrar Resources for Staff and Faculty, Registrar's Team Guidelines) websites (and contributes collaboratively on the Convocation, Advisor Resources, and Undergraduate Academic Programming websites); the issuance of important dates and information to various campus sectors; managing and sending of mass email communications to various audiences or approving stakeholder requests for blast email messages to large groups of undergraduate students (approximately 40,000), and the posting of notices to Portal.

Key Accountabilities

Undergraduate Calendar

- Establishes and maintains a University-wide publication schedule to ensure the availability of the current and archived Undergraduate Calendars.
- Reviews existing pages (over 800) and incorporates new material and information related to centrally-owned 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 Undergraduate Calendar meet legislative and student requirements.
- 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.
- Responsible for managing all approved course revisions in the student information system (course additions, modifications, and inactivations), as well as maintaining preface notes.
- Makes recommendations based on research on organizational structure.
- Academic Calendar Maintenance System (ACMS)
 - Responsible for the production of training and procedural documentation for faculty Calendar representatives.

- Sets access permissions for staff/faculty using the software, reports technical problems and tests upgrades to the Calendar software, updates the Calendar structure and keeps campus users informed of changes.
- Updates the friendly URL database.
- Liaises with and recommends technical solutions to outside ACMS design consultants and internal IST technical staff.

Undergraduate Curriculum and Academic Policy

- Acts as an authoritative resource to Senate Undergraduate Council on matters of Calendar-content and processes.
- Acts as an authoritative resource to faculties on matters of curricular submissions and processes.
- Supports the Associate Registrar, Enrolment Services and Academic Policy and Associate Deans in their efforts to achieve harmonized policy for the governance of students' academic studies by recording discussions, preparing submissions for governance approvals, etc.

Communications and information distribution

- Approves requests from campus stakeholders submitted to registrar@lists.uwaterloo.ca and updates the student membership lists as required.
- Responsible for the scheduling, production, and distribution of blast emails for the Registrar's Office to approximately 40,000 undergraduate students and over 1,000 instructors. The incumbent creates and disseminates the blast email strategy, and reviews email communications processes in the Registrar's Office.
- Responsible for the design, production, and distribution of a monthly employee newsletter to subscribed members.
- Writes and edits for a variety of communication vehicles and channels including online content ensuring adherence to best practices and web accessibility requirements; ensures content is relevant, timely, and aligns with goals.
- Builds relationships with campus partners in order to integrate and collaborate on messages to undergraduate students.

Website and form maintenance

- Manages all content on the Registrar's Office, Quest, Undergraduate Studies Forms, Student Awards and Financial Aid, Registrar Resources for Staff and Faculty, and Registrar's Team Guidelines websites; acts as the primary "Point of Contact" for the Waterloo Content Management System (WCMS) and oversees information architecture and user experience for the websites.
- Works closely with Registrar's Office staff and with staff in other units across campus (e.g., Finance, Centre for Extended Learning, and Graduate Studies and Postdoctoral Affairs) in the preparation of the "How do I help" web pages for the Quest website.
- Co-ordinates website projects including implementation of a regular website review schedule; provides guidance, strategic direction, and writing/editorial support for website enhancements.
- Works collaboratively with partners to manage Registrar-related content on the Convocation, Advisor Resources, and Undergraduate Academic Programming websites to ensure content is up to date and accurate.
- Responsible for publishing, and making subsequent revisions to, important academic dates located in the "Important Dates" section of the Registrar's Office website, the Calendar of Events and Academic Deadlines in the Undergraduate Calendar, and Portal.

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- Oversees recommended changes, design, and preparation of accessible fill-in PDF forms for use by the Registrar's Office (and any forms used by both the Graduate Studies Office and the Registrar's Office).
- Oversees design/creation and ongoing maintenance of online web forms on the Undergraduate Studies Forms website; works collaboratively with subject matter experts to meet their needs.

Manage, motivate, and mentor staff

- Hires, supervises, mentors, and evaluates direct reports including the management of interview committees, candidate selection, and related responsibilities.
- Leads collaborative projects, sets clear and reasonable expectations, provides ongoing feedback, ensures the delivery of results, and establishes a strong foundation for performance through comprehensive training and goal setting.
- Creates and maintains a collaborative and positive work environment.
- Lead team projects and lead and manage staff to ensure the delivery of results in support of the RO goals and values as well as the University's strategic priorities.

Convocation

- Creates hoods for new programs, working closely with the faculty to create a hood that follows style and protocol.
- Designs ceremony hood racks by ensuring the correct hoods in the required quantity are hung by degree at the ceremonies and distributes to stakeholders.
- Updates the hood colour chart for distribution to the Director of Convocation and W Store.
- Is a member of both the Convocation Communications Working Group and the joint Registrar's Office/Graduate Studies and Postdoctoral Affairs Convocation Working Group to ensure thorough, accurate, and well-timed communications (e.g., emails and websites) to students intending to graduate at upcoming ceremonies.

Official Transcript Paper

- Manages the data collection for the design of the transcript legend of the official transcript paper.

**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

- Experienced project management skills
- 2-3 years demonstrated managerial experience and leadership skills dealing with diverse teams and situations

Knowledge/Skills/Abilities

- Proven ability, extensive experience, and strong working knowledge and understanding of communications strategies within a highly complex institution.

Job Description



- Excellent written and verbal communications skills, with a solid knowledge of both English grammar and the specialized requirements associated with writing for the web and varied audiences
- High degree of planning and co-ordination skills
- Previous customer service experience an asset
- Excellent relationship management skills to work with a variety of partners
- Technical skills:
 - MS Word: Advanced
 - MS Excel: Intermediate
 - HTML/XHTML: Advanced
 - Adobe Professional: Advanced
 - Other: JAWS/WAVE accessibility software, MS PowerPoint, MS Teams, ACMS, WCMS, GroupMail and Mailman, image- and/or video-capturing software, Confluence, all at an intermediate to advanced level

Nature and Scope

- **Contacts:** Internally: 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, academic service units, and faculties. The incumbent routinely interacts with members of the academic community and other administrative departments in the performance of their duties. They 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. They are a member of the Registrar's Office Management Team.
- **Level of Responsibility:** The position has defined duties and responsibilities and is expected to develop enterprise-wide business protocols in the maintenance and production of the Undergraduate Calendar. The position is responsible to update and inform the campus with information and dates that support undergraduate student education.
- **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. Supports and acts on decisions.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Regular working hours, some evening/weekend work required. Physical risks. No significant risks. Psychological risks: 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).