

## Job Description

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<b>Job Title:</b>	Administrative Co-ordinator – Graduate Studies
<b>Department:</b>	Applied Mathematics, Combinatorics and Optimization, Pure Mathematics
<b>Reports To:</b>	Department Administrator/Administrative Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	October 1, 2018

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### **Primary Purpose**

The incumbent is responsible for the administration of the departmental graduate studies office. The incumbent receives functional direction from the Associate Chair – Graduate Studies and performs a wide range of activities supporting all aspects of the graduate program, including, but not limited to, information and financial management, scholarship coordination and graduate student liaison..

### **Key Accountabilities**

#### **Department/graduate student advising**

- Advises graduate students on behalf of, and in conjunction with, the Associate Chair of Graduate Studies, particularly incoming students and prospective applicants, in an attempt to guide them through program choices, as well as through personal issues which need to be skillfully interpreted and filtered through University resources as required
- Interprets and provides an in-depth understanding of graduate policies and procedures as they relate to immigration, scholarship, and university and departmental policies pertaining to graduate studies and consults on procedural changes where necessary to better suit the needs of the department
- Advises and acts as resource on all matters discussed by the graduate committee ensuring that pending items are researched carefully and addressed according to policy
- Ensures that graduate students adhere to deadlines, issues including, but not limited to, requests for extensions, course changes, thesis submissions, calendar changes, and convocation requirements
- Monitors student grades, keeping the Associate Chair, Graduate Studies informed of issues as necessary

#### **Graduate teaching/research assistantship, scholarship and awards**

- Manages all administrative aspects of the teaching assistant and graduate research studentship assignments in the department
- Monitors the funds available for graduate student support and each term's assignments for consistency with departmental policies
- Processes salary payments for TA's, RA's and GRS's and ensures accuracy in conjunction with the Department Administrator/Administrative Manager
- Provides input to support the decision process of student nominations for department, faculty and university graduate scholarships and awards
- Prepares the necessary documents, monitoring the funds available and ensuring that awards/scholarships have been paid out correctly, in conjunction with the Department Administrator/Administrative Manager
- Prepares financial letters for promissory notes for each graduate student each term

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### **Graduate program maintenance, including but not limited to the following:**

- Ensures graduate program information is up-to-date in the university calendar and on the website in conjunction with the Departmental Web Administrator and assists the University Graduate Office with updates as required
- Assists with graduate milestone completion (e.g. comprehensive exams, thesis defenses, etc.)
- Ensures that the graduate committee duly processes graduate study applications for admission
- Assists the Undergraduate Co-ordinator with graduate course information for scheduling purposes

### **Graduate scholarship applications**

- Publicizes pertinent information and deadlines for NSERC Postgraduate Scholarships, Internal Scholarship processes and Ontario Graduate Scholarships to both graduate and undergraduate students
- Collects official documents from on- and off-campus; organizes submitted applications; ensures that all deadlines are met
- Prepares various summaries for the Scholarship Committee ranking meetings

### **Administrative/secretarial support, including but not limited to the following:**

- Administers graduate program applications: ensures applications are complete, calculates admission averages, circulates applications to Graduate Committee, enters details of admission including financial offer, completes acceptances/rejections for review by the Associate Chair – Graduate Studies
- Assists with graduate student space allocation and computer needs, in co-ordination with the Department Administrator/Administrative Manager
- Arranges Graduate Studies Committee meetings, circulating agendas, taking minutes as required, participating and following through on any required actions and maintaining records of decisions reached
- Co-ordinates thesis examination procedures if required, meeting strict detail and deadline requirements; including communication with external examiners, GSO, and chair for the oral examination
- Provides administrative support and file retention for the Associate Chair of Graduate Studies on graduate-related matters
- Organizes and takes part in graduate-orientation activities and sessions each term
- Supports students in acclimatizing to the department and UW environment

*\*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**

- High School Diploma
- Education or training related to communication and communication strategies is an asset.

### **Experience**

- Two years of experience in administrative roles with increasing levels of responsibility.
- Experience including supporting events and organization of logistical elements, assisting multiple individuals including administrative support, committee support, arranging meetings and maintaining calendars, preparing documents and providing customer service.
- Website editing experience required.

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- Prior graduate work experience an asset.

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

- Intermediate experience with MS Office, SharePoint, and databases
- Demonstrated customer service skills with a client focus.
- Demonstrated experience processing financial transactions from multiple streams.
- Prior experience coordinating meetings.
- Well-developed communication skills (oral and written) with the ability to respond with sensitivity to challenging situations.
- Effective organizational and problem solving skills, flexible, takes initiative and uses resourcefulness to work independently.
- Time management skills, ability to manage multiple priorities from different portfolios, with tight deadlines.
- Ability to work effectively and successfully with diverse stakeholders, international students and people from a wide variety of backgrounds and cultures.
- Attention to detail and accuracy is essential.
- Ability to adapt and implement new technologies.
- Sound judgement, tact, diplomacy, and problem solving skills.
- Proven capacity to handle high volumes of requests and to multi-task.
- Strong interpersonal skills with the ability to interact in a positive and supportive manner.
- A willingness to learn new software as required.
- Demonstrated discretion and respect for confidential information and processes.
- Proficiency with Quest and OnBase or similar systems.
- Demonstrated knowledge of graduate policies and procedures preferred.
- Working knowledge of University of Waterloo policies and procedures is an asset.
- Knowledge of, and experience processing the University's academic appointments and promotions policies and procedures, and/or processing payroll transactions an asset.

### **Nature and Scope**

- **Contacts:** Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: Associate Chair of Graduate Studies, all faculty, staff and graduate students in the Department, other Mathematics departments/school staff, Mathematics Graduate Office, Finance Office, Human Resources Office, Office of Research, Student Awards & Financial Aid Office, International Student Office, TRACE, and MFCF, IST. Position requires communication with a primary external group to obtain, clarify and discuss information, and to communicate graduate program acceptance: prospective graduate students. Position requires communication with external contacts to obtain, clarify and discuss information while serving as representative of UW: PhD External Examiners.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** Provide information to support the graduate committee and the Associate Chair of Graduate Studies in the decision-making process on academic matters related to graduate studies in the department. Some examples include: TA and RA assignments, scholarships and awards, graduate application acceptances and rejections, revisions to degree or course requirements, and make decisions (in consultation with the Associate Chair of Graduate Studies or the Department Administrator/Administrative Manager) on non-academic matters related to graduate studies. Some examples include: graduate student orientation activities, graduate student social events, referral of students to appropriate resources (academic advisor, counselling, etc.), and graduate student office space assignments.

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- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
  - **Working Environment:** This role generally involves regular working hours but may require some after-hours work to support department events. Minimal risks. May experience exposure to somewhat disagreeable situations typical of a position that deals with a variety of students and faculty members.