

## Job Description



---

<b>Job Title:</b>	Administrative Co-ordinator and Advisor, Undergraduate Studies
<b>Department:</b>	French Studies
<b>Reports To:</b>	Administrative Assistant
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	February 2018

---

### **Primary Purpose**

The Administrative Coordinator and Advisor, Undergraduate Studies, organizes and administers academic services for the French Studies undergraduate program and provides advice and support to undergraduate students, including enhancing student success. The position provides bilingual (French and English) administrative support to the Associate Chair, UG Studies, and general support to faculty and sessional instructors in the Department.

### **Key Accountabilities**

#### **Advises Undergraduate students in French Studies - majors, minors and enrollees from all uWaterloo Faculties in consultation with the Associate Chair UG Studies as appropriate:**

- Advises students about course and program/plan/specialization selection, exam regulations, academic deadlines and other issues in accordance with University policy;
- Approves student permissions, including course overrides and plan modifications;
- Advises students with unusual or complex questions, or with questions about academic content as appropriate;
- Assists with Academic Progression reports and Recommendations to Graduate;
- Assists with petitions, student grades and academic appeals;
- Refers students to on campus resources as appropriate;
- Manages co-op work term submissions, grading, monitoring and awards;
- Consults with advisors in other academic units regarding students of mutual interest;
- Monitors enrolment reserves, enrolment capacity and student course override requests for French courses, develops reserves for specific courses as needed.

#### **Serves as department timetable representative for the French Studies UG and Graduate program:**

- Collects and summarizes department teaching constraints for the Chairs approval;
- Submits timetable for UG and Grad courses each term in consultation with the Chair;
- Determines reserve and selection needs;
- Resolves scheduling conflicts affecting enrolment;
- Identifies potential course conflicts within French Studies and with other departments;
- Reviews final undergraduate course schedule for accuracy and meeting department needs;
- Coordinates final exam scheduling with Registrars' Office each term.

#### **Serves as department calendar representative for the French Studies UG program in consultation with the Associate Chair, UG Studies:**

- Communicates and consults with other academic units to solicit feedback about proposed changes;
- Compiles course and plan changes for submission to the Undergraduate Calendar;
- Prepares submissions for UG Affairs Group;
- Reviews all course and plan content in the UG calendar prior to publication.

#### **Assists with French Studies undergraduate student engagement:**

- Maintains active communication with students using a wide range of communication modalities;
- Prepares texts and maintains undergraduate program pages on the French Studies website;

## Job Description



- Participates or leads in planning various student focused departmental events;
- Provides advice and support to members of the Cercle Français (the French Club) as needed;
- Serves as liaison to the department's alumni; organizes alumni events in co-operation with Arts Advancement;
- Provides Department Chair with nominations and final selections for departmental awards;
- Oversees the planning and execution of department events which may include Convocation receptions, student awards ceremonies, Campus Day/Open House, and others.

### **Provides administrative support to the Third Year Away Program Coordinators and academic support to undergraduate students participating in the program:**

- Advises students on matter such as course selection, transfer credits, and exchange program requirements;
- Assists with the organization of the exchange program;
- Assists with the logistical details of the trip.

### **Provides general administrative support including the following:**

- Identifies problems in the UG program administration and recommends improvements to the Chair and Associate Chair as appropriate;
- Answers faculty questions regarding UG and department policies and procedures;
- Collaborates with department administrators to provide orientation for new sessional instructors;
- Prepares data and statistical reports as required for the Chair and Associate Chair, drawing on departmental, Faculty, and institutional data;
- Manages periodic internal and external undergraduate program reviews in co-operation with the Associate Chair, Undergraduate Studies and Department Chair;
- Maintains grades and final exams for sessional instructors at the end of their contract;
- Responds to requests from the Examinations and Academic Standings Committee for course grades (from current and previous instructors) for student appeals;
- Maintains department records of current students and graduates, including confidential correspondence;
- Manages Incomplete grade agreement process;
- Manages TA and faculty evaluations for French Studies courses;
- Manages the posting of UG course syllabi on the French Studies website, making sure they meet Accessibility requirements;
- Prepares the agenda for French UG Committee meetings with the Associate Chair UG Studies; minutes these meetings;
- Serves as liaison between the department and UW Bookstore/textbook sales representatives;
- Manages undergraduate workspace, Salle Pierre Dubé, and student resources

## **Required Qualifications**

### **Education**

- Undergraduate degree or equivalent combination of education and experience

### **Experience**

- Administrative experience in an academic environment, including knowledge of undergraduate policies and procedures. Well-developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written). Aptitude for attention to detail and accuracy are essential.
- Leadership experience in event coordination and volunteer management is an asset.

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

- Independent judgment in time management, task prioritization and decision-making
- Proven ability to manage a large volume of work, conflicting priorities and deadlines
- Exceptional verbal and written communication skills in French and English.

## Job Description



- 
- |   |
|---|
| <ul style="list-style-type: none"><li>• Excellent computer skills including MS Office (Word, Excel)</li></ul> |
|---|
- 

### **Nature and Scope**

- **Contacts:** This position requires communication with a wide range of internal contacts to obtain, clarify and discuss information, and, when dealing with students, to present and discuss information and problems, leading to resolution. The position requires sensitivity to the needs of a wide client base, including faculty, co-op students, mature students, students learning online, exchange and other international students, and students registered with Accessibility Services.
- **Level of Responsibility:** The position has specialized work with minimal supervision, provides guidance to others and works closely with the Associate Chairs UG Studies, the Administrative Assistant, and the Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, Undergraduate Studies. The position requires active problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.
- **Working Environment:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.