Job Description

Job Title: Undergraduate Advisor and Program Administrator
Department: Department of Geography and Environmental Management
Reports To: Administrative Manager
Jobs Reporting:
Salary Grade: 6
Effective Date: October 1, 2017

Primary Purpose
The Undergraduate Advisor and Program Administrator provides advice and guidance to undergraduate students and is responsible for the operation of the Geography and Environmental Management undergraduate programs, in a manner consistent with the department’s goals and objectives. The position provides administrative support to the Department Chair, Associate Chair, UG Studies and general support to the department.

Key Accountabilities

Provides advice to current and prospective undergraduate students in Geography and Environmental Management plans including, but not limited to the following activities:

- Respond daily to a wide variety of questions (including those dealing with academic administrative policies and procedures of the University, Faculty and Department as they relate to their academic careers) via e-mail, telephone and student appointments
- Assemble student appeals, complete forms, append transcripts and other relevant documents
- Participates in all undergraduate events including, Fall Open House, University Fair, You@Waterloo, Academic Orientation and Campus Day in the Spring
- Assist students with form submission and sign all undergraduate forms (and, when required, correspondence on behalf of Associate Chair and the Associate Dean, Undergraduate Studies)
- Assist with application procedures for entrance to co-op program
- Accountable to the Department Chair – for Statistics on the Undergraduate Program, as well as when courses need to be offered, and course issues that arise each term
- Responsible for sequence changes, in consultation with the Co-op Office.
- Accountable to the Registrar’s Office – Records and Admissions
- Undertake other activities, as assigned, by the Administrative Manager, Associate Chair and Department Chair

Oversee student academic progression, including, but not limited to, the following activities:

- Provide confidential, consistent and accurate academic advice on policies and procedures as they relate to the undergraduate students and programs.
- Screen academic progression reports each term, bringing reports with conditional or failing standing to the attention of Associate Chair(s); inform non-satisfactory students of standing on advice of Associate Chair
- Independently assess and confidentially document student problems and issues and, when appropriate, refer to the suitable individuals for follow-up
- Assess, and sign, Recommend to Graduate forms
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- Submit grade revisions to the Registrar’s Office

**Assist with course enrollment including, but not limited to, the following activities:**

- Advise students on course selection, registration, and graduation requirements
- Organize and administer course sign-up for all years
- Issue Permission Numbers for students to add courses
- Block enrol first year students in required courses
- Process reading courses (GEOG 475)
- Process and maintain GEOG 490A/490B Senior Honours Thesis forms

**Collect, maintain and disseminate information including, but not limited to, the following activities:**

- Maintain confidential student records
- Maintain up-to-date chart of Department courses and plan check lists
- Maintain current undergraduate student information on several bulletin boards (in consultation with other UG advisor).
- Attend meetings of the Geography and Environmental Management Faculty of Environment Undergraduate Studies Committee, Faculty of Environment Undergraduate Advisors Committee
- Serve as a resource for students and faculty in all matters pertaining to Geography and Environmental Management plans
- Maintains files on Scholarships/Awards/Book Prizes and Silver and Gold Medal for the department
- Notify Canadian Association of Geographers of the top Honours graduating student for CAG Prize
- Responsible for collecting and coordinating all documentation to nominate students for the Alumni Gold Medal, the Governor General’s Silver Medal and Department Awards of Upper Year Scholarships
- Maintain Co-op work term reports on LEARN system
- Collection of all undergraduate course outlines
- Maintain a current procedure file for this position

**Course scheduling coordinator including, but not limited to, the following activities:**

- Liaison with Scheduling office, Department Chair, faculty members and other faculty units
- Create conflict free class schedule for all undergraduate courses and submit to Scheduling Office
- Responsible for all tasks related to the scheduling cycle
- Complete and submit final examination schedule and assign proctors
- Collect all final examination masters and deliver to Registrar’s Office for printing
- Serves as the GEM representative for scheduling purposes and is an active member of the Faculty Timetable Committee
- Book rooms for mid-terms, events and meetings pertaining to UG courses
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**Required Qualifications**

**Education**
- Undergraduate degree desirable; equivalent combination of education and/or experience will be considered.

**Experience**
- 2+ years’ experience working in an academic environment within student services is preferred
- Experience with interpreting and advising on undergraduate policies and procedures
- Proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students
- Intermediate experience with Microsoft Word and Excel required. Previous experience with Outlook calendar and e-mail; and UW Infosilem scheduling system/Data Collection Utility (DCU); experience with Quest an asset;
- Basic experience with PowerPoint; SharePoint, OnBase

**Knowledge/Skills/Abilities**
- Exceptional verbal and written communication skills, Proven ability to handle multiple projects with competing deadlines, prioritize tasks and make decision-under pressure
- Excellent human relations skills
- Excellent organizational, analytical, interpersonal, customer service skills required
- Occasional travel required
- Regular working hours, flexibility to work some evening/weekends

**Nature and Scope**
- **Contacts:** Internally, makes contacts on behalf of the department to obtain action, reach agreement and negotiate with the following: Department Chair and Associate Chairs; Faculty members in and outside the department; Department staff; Registrar’s Office, Admissions, Records and Student Awards; Associate Dean’s Office, Faculty of Environment; All departments on campus where we have required courses and cross-listings; Co-op Education and Centre for Career Action; Centre for Extending Learning; IST office/SISP office; Audio Visual Aids Department; AccessAbility Services; Mature Students office; Counselling Services; Student Financial Services; Student Success Office; Department of Athletics; Office of Academic Integrity; Liaison on behalf of our Department, with the Waterloo Association of Geographers (WAGS). Externally, makes contacts with partner or potential partner organizations to obtain, clarify and discuss information with the following: Students and parents; Guidance Officers at high schools; Qualifications Evaluation Council of Ontario (QECO); External Scholarship/Award Donors – CAG, AAG, etc.; Liaison with other Geography Departments across Canada; Provide information to the Canadian Association of Geographers (CAG) for award winners; Liaise with exchange students both our own students studying abroad, and students from other countries studying in our several Program Plans.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** The position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, Undergraduate Studies, Department Chair, and Administrative Manager. Position requires proactive problem solver. Makes decisions about courses
and advice given to students; refers students to others when appropriate.

- **Physical and Sensory Demands**: Minimal demands typical of an administrative position within an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions. Attention to detail.

- **Working Environment**: Office based, occasional travel required regular working hours, occasional evening/weekend work required. Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.