

## Job Description

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

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### **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

### 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 Infoslem 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

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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.