

Job Description

Job Title:	Academic Services Coordinator
Department:	Electrical and Computer Engineering
Reports To:	Manager, Undergraduate Studies
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	October 2020

Primary Purpose

The Academic Services Coordinator (Coordinator) provides essential undergraduate program support, communications, and student engagement to enhance the overall student experience in Electrical and Computer Engineering (ECE). The Coordinator plays a key role in supporting the academic mandate of the department by providing administrative support for the effective management of the department's complex undergraduate programs.

Key Accountabilities

Scheduling and Course Administration

- Creates all regular and make-up lecture schedules for upper year courses, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts;
- Allocates department dedicated classrooms and labs, prepares timetables;
- Department Examination Representative: manages all logistics for mid-term and final exam scheduling, liaises with exam representatives in other departments and evaluates their needs to ensure conflict free exam schedules;
- Department deferred exam representative who manages a high volume of deferred exam requests per term; advises students and faculty regarding deferred exam issues and process discrepancies communicates final deferred exam decision to students and advises on next steps;
- Coordinates term proctoring schedule, assigns proctoring duties to graduate students and external proctors, assigns extra proctors as needed, and resolves unforeseen and last-minute changes using sound judgement;
- Responsible for all facets of work term reports; Collection, entry into database, enrolment, grade submission, and redistribution of reports;
- Act as resource person for faculty, teaching assistants and proctors regarding UW examination regulations and procedures;
- Co-ordinates textbook orders for ECE courses, ordering instructor copies, and acts as liaison with the UW Bookstore/textbook representatives;
- Coordinates printing of teaching materials e.g. lecture notes, exams, etc.
- Assists with final grade submissions for ECE courses to ensure grades are submitted on time;
- Provides back up support to Undergraduate Program Coordinators during holidays and absences;
- Manages student design space/garages and provides technical support to classrooms

Communication and Student Engagement

- Works within the ECE budget to plans and execute student events including welcome activities, BBQs, project symposiums, and other student/faculty events;
- Updates the ECE undergraduate Studies web pages and other social media platforms, and develops the website in conjunction with department webmaster;
- Maintains active communication with students using a range of communication modalities;
- Organizes Student/Faculty meetings and correspondence and distributes meeting minutes;

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<ul style="list-style-type: none">• Supports the capstone design coordinator, including coordination of project websites, presentation schedules, project registration forms, distributing final project reports, and arranging hospitality for visitors;• Assists with other engagement initiatives to meet retention goals.
Administrative Program Support <ul style="list-style-type: none">• Provides administrative support for the Associate Chair, Undergraduate and Theme Area Chairs;• Communicates proposed curriculum changes for both undergraduate and graduate to theme area faculty, collate responses, etc.• Arranges meetings, rooms bookings, catering etc. for committee meetings and other support as required;• Communicates information to theme area members as required;• Assists with compilation of CEAB accreditation documentation for scheduled reviews.• Work closely with Associate Chair, Undergraduate Studies, and the TA Coordinator in the assignment, preparation of contract letters and payments for Teaching Assistants in six programs.
Undergraduate Research Assistantships and Internships <ul style="list-style-type: none">• Co-ordinates NSERC USRA applications for ECE, confirming eligibility, reviewing applications for completeness and obtaining required signatures.• Co-ordinates with Financial Coordinators to arrange salary top-ups for NSERC USRA's and other undergraduate internships and assistantships as required.• Liaises with CECA regarding URI applications and enters all information into Workday
Other Duties <ul style="list-style-type: none">• Manages room bookings for Department dedicated classrooms, garages, and E5 meeting rooms;• Provides meeting room and winter garden access, and maintains key/room security;• Maintains faculty kitchen, coffee and office supplies;• Other duties as assigned by the Manager or Associate Chair to support department goals and objectives

**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 <ul style="list-style-type: none">• Two-year college diploma or an equivalent combination of education and experience. Undergraduate degree an asset.
Experience <ul style="list-style-type: none">• Extensive administrative experience preferably in an academic environment. Good understanding of undergraduate policies and procedures preferred.• Experience with LEARN, Quest and web content management system would be an asset.• 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.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Well-developed communication skills (oral and written) with the ability to respond with sensitivity to challenging situations.• Strong interpersonal skills with the ability to interact in a positive and supportive manner.

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- Demonstrated customer service skills with a client focus
- Demonstrated discretion and respect for confidential information and processes.
- Sound judgement, tact, diplomacy, and problem-solving skills.
- Proven capacity to handle high volumes of requests and to multi-task.
- 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.
- Attention to detail and accuracy is essential.
- Ability to adapt and implement new technologies.
- Ability to work effectively and successfully with diverse stakeholders, international students, and people from a wide variety of backgrounds and cultures.
- Working knowledge of University of Waterloo policies and procedures is an asset.

Nature and Scope

- **Contacts:** Required to interact effectively and professionally on a daily basis with undergraduate students, faculty members and other departmental staff to provide advice, guidance and resolve issues. Must demonstrate a high level of empathy, resourcefulness, and willingness to help others. Must have excellent oral and written communications skills.
- **Level of Responsibility:** The Coordinator works in partnership with the ECE Undergraduate Advisors to provide a high-level of customer service to over 2,000 undergraduate students. The Coordinator is responsible for scheduling of undergraduate courses including labs and tutorials, 35 graduate courses, and mid-term/final exams each term.
- **Decision-Making Authority:** Makes decision within guidelines and uses sound judgement to resolve any conflicts. Independent decisions on priorities given multiple deadlines, demands and variety of tasks. Decisions on troubleshooting methods and contacts.
- **Physical and Sensory Demands:** Flexibility and responsiveness to a variety of faculty staff regarding day-to-day issues are required. Event support requires physical effort with lifting and transportation of event materials e.g. portable banners, equipment, etc. to various locations on campus. The role also requires the set-up and takedown of event materials at locations, which could include moving and rearrangement of chairs and tables and other equipment for the event. Standing for extended periods may be required.
- **Working Environment:** There is frequent need to give close attention to various stimuli such as written material and information communicated verbally to/from colleagues. There are multiple priorities and work priorities may change regularly as the volume of work varies with competing demands from multiple clients and simultaneous deadlines. There can be a lack of control over work pace due to irregular and/or high volumes of work and multiple and/or tight, unalterable deadlines, and frequent interruptions. Thoroughness, accuracy, and attention to detail are required. Some exposure to some disagreeable situations or demanding clients. This role generally involves regular working hours but may require some after-hours work to support department events.