

Job Description

Job Title:	Administrative Coordinator and Advisor, Undergraduate Studies
Department:	Psychology
Reports To:	Program Manager
Jobs Reporting:	None
Salary Grade:	6
Effective Date:	May 2020

Primary Purpose

The Administrative Coordinator and Advisor, Undergraduate Studies, advises Psychology undergraduate students. This position is responsible for effective administration of the Psychology undergraduate programs and for enhancing student success through appropriate advisement and support.

Key Accountabilities

Advises undergraduate students in Psychology in consultation with the Associate Chair UG Studies and Program Manager as appropriate.

- Departmental academic advisor regarding: admission requirements for programs/plans and courses, program/plan selection, degree requirements, academic standing, academic progression difficulties, etc.;
- Assist with approval for: admission to Psychology programs/plans, exceptions for enrolment in psychology courses, enrolment in courses elsewhere, academic standing changes, changes to the school/work term sequence, requests to graduate, etc.;
- Assists with transfer credit assessments;
- Provides interpretation regarding uWaterloo, Faculty, and departmental policies and procedures to students;
- Provides advice/recommendations to students, departmental faculty members, the Examinations and Standings Committee, and the Admissions Committee regarding petitions/requests for accommodation/exceptions, grade appeals, etc.;
- Refers students to on-campus resources as appropriate;
- Consults with advisors in other academic units
- Prepares letters of support for OSAP appeals and/or recommendation for future studies;
- Assists with career advising.

Advises exchange students:

Outgoing exchange

- Provides recommendations for student's participation in exchange
- Assists with transfer credit assessments prior to exchange
- Maintains departmental database of psychology course approvals for exchange
- Advises students regarding potential academic progress difficulties as a result of exchange
- Incoming exchange - Assesses eligibility for psychology course enrolment.

Assists with Psychology's undergraduate student engagement:

- Maintains active communication with students;
- Participates in planning various student-focused department events;
- Provides advice and support to members of the Psych Society as needed;
- Jointly represents the Psychology program at events and activities for / about current and future students;
- Assists with outreach to target groups e.g. to promote academic success, program recruitment etc.;
- Recruits volunteers/mentors for events and peer mentorship;
- Serves as liaison to Psychology alumni; organizes alumni events in co-operation with Arts Advancement;

Provides general administrative support including the following:

- Identifies problems in UG program administration and recommends improvements to the Program Manager, Administrative officer, Chair and Associate Chair as appropriate;
- Prepares data and statistical reports as required for the Chair, Associate Chair, Program Manager and Administrative Officer drawing on departmental, Faculty, and institutional data;
- Collaborates to provide orientation for new sessional instructors;
- Maintains department records of current students and graduates, including confidential correspondence;
- Answers faculty questions regarding policies and procedures;
- Prepares and posts text for the Psychology UG website;
- Assists with nominations and final selections for convocation awards, department scholarships, and NSERC scholarships;
- *Assists with* data entry for department student database;
- *Assists with* department WIKI for scheduling midterm tests;
- Oversees Honours Thesis sign-out
- Assists with waiting lists for course enrolment.
- Provides support for course scheduling / timetabling and undergraduate calendar changes / proofing as needed

**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">• Undergraduate degree or equivalent combination of education and experience.
Experience <ul style="list-style-type: none">• Administrative experience in an academic environment, including knowledge of undergraduate policies and procedures.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Intermediate levels of Microsoft Teams software, Infosilem, Minute taking, Quest, Sharepoint, WCMS, Onbase, databases• Well-developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written).• Aptitude for attention to detail an accuracy are essential.• Proven capacity to handle high volume of requests and able to multi-task.

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. This 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 Administrative Officer, Associate Chair UG Studies and the Department Chair.
- **Decision-Making Authority:**

This position has decision-making authority; complex and non-routine issues involve consultation with the Administrative Officer, Associate Chair UG studies and the Department Chair.
- **Physical and Sensory Demands:**

Typical of an administrative position in an office environment; peak times can include numerous student request, multiple priorities and frequent interruptions.
- **Working Environment:**

Working hours: regular with infrequent evening and weekends.
Risks, physical and psychological: Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.