

## Job Description



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<b>Job Title:</b>	Undergraduate Coordinator and Advisor
<b>Department:</b>	Communication Arts
<b>Reports To:</b>	Administrative Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	May 2023

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### **Primary Purpose**

The Undergraduate Coordinator and Advisor, advises undergraduate students in the department. In partnership with other members of the department, they are responsible for the effective administration of the department's undergraduate programs and for enhancing student success through appropriate advisement and support. The Administrative Coordinator and Advisor, Undergraduate Studies is the first point of contact for the department.

This is a common job description used across multiple departments within the Faculty of Arts.

### **Key Accountabilities**

**Advises undergraduate students in all applicable majors /minors and enrollees from other Faculties, in consultation with the Associate Chair, UG Studies as appropriate:**

- Advises students with unusual or complex questions, or with questions about academic content;
- Assists with Academic Progression reports and Recommendations to Graduate;
- Assists with petitions, student grades and submissions as well as academic appeals;
- Advises students about course and program/plan selection (tracking milestones); approves student permissions, including course overrides, plan modifications and co-op sequence changes;
- Refers students to on-campus resources as appropriate;
- Consults with advisor in other academic units regarding students of mutual interest;
- Monitors enrolment reserves, capacities and student course override requests for undergraduate programming in the unit; develops reserves for specific courses as needed;

**Coordinates service and cross-listed teaching with other Arts units or UW Faculties; including the following:**

- Collaborates with academic units to facilitate course scheduling, including course sections and time slots;
- Sets and monitors course reserves for undergraduate programming in consultation with other academic units;
- Liaises with Administrative Coordinators and Advisors in other academic units to ensure awareness of course curriculum changes that may impact plans in and beyond the department.

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### **Serves as departmental timetable representative for the undergraduate programs:**

- Collects and summarizes department teaching constraints for the Chair's approval; submits the departmental timetable for undergraduate courses each term in consultation with the Chair;
- Determines course reserve and section needs; resolves scheduling issues affecting enrolment;
- Identifies potential course conflicts with the department and with other departments, faculties and co-op terms as required;
- Reviews final undergraduate course schedule for accuracy and meeting department needs;
- If applicable, coordinates final exam scheduling and proctors with the Registrar's Office.
- \*In departments without a Graduate Program Coordinator and Advisor the Administrative Coordinator and Advisor, Undergraduate Studies will also complete these accountabilities for graduate programming.

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

- Communicates and consults with other academic units to solicit feedback about proposed changes;
- Serves as the department's template representative (Academic Advising, UG);
- Compiles course and program changes for submission to the Undergraduate Calendar;
- Reviews all program content in the UG Calendar prior to publication.

### **Assists with the department's undergraduate student engagement:**

- Maintains active communication with students using a range of communication modalities;
- Assists with planning and participates in various student-focused department events and information sessions;
- Department liaison and provides advice and support to the members of relevant student groups, associations, and executive as needed;
- Liaison to the department's alumni; organizes events in co-operation with Arts Advancement and Arts Undergraduate Office;
- Oversees the planning and execution of various department events which may include convocation receptions; student awards ceremonies, Advising Days, Declare a Major Day, Campus Day, March Break Open House and others.

### **Provides support to the Associate Chair, Undergraduate Studies including the following:**

- Supports the smooth functioning of the undergraduate program; identifies problems and recommends improvements to the Chair and Associate Chair UG as appropriate.
- Prepares data and statistical reports as required for the Chair and the UG Associate Chair, drawing on departmental, Faculty, and institutional data.
- Maintains department records of current students and graduates; including confidential correspondence; \*
- Serves as a member of the Undergrad/Curriculum Committee;
- Maintains course wait lists and assigns permission numbers as required;
- Manages the INC grade agreements process;
- Answers faculty inquiries regarding UG and department policies and procedures;
- Liaison between the department and UW Bookstore/textbook sales rep.

### **Assists with general administrative department tasks:**

- Directs tours of the unit, mainly to potential applicants; answers questions pertaining to undergraduate programs;
- Provides support for the organization of any guest lectures, workshops, and events within the department;
- Distribution of department mail;
- Monitoring and ordering department administrative and teaching supplies;

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- Maintains department notice and picture boards;
- Prepares text for and maintains the department's undergraduate website.

*\*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**

- Undergraduate degree or equivalent combination of education and experience.

#### **Experience**

- Administrative experience in an academic environment including knowledge of undergraduate policies and procedures.
- Experience with SharePoint, LEARN, Quest, ASIS and Infosilem would be an asset.
- Experience with conflict management.
- Familiarity with the needs and concerns of students, including students facing difficult situations and students experiencing mental health concerns, and a commitment to student engagement and success.
- Leadership experience in event coordination and volunteer management is an asset.

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

- Well-developed organizational, analytical, customer service, and communication skills (oral and written).
- Proven ability to work independently and as a team member with a high level of initiative in a fast paced, deadline-driven work environment.
- Strong interpersonal skills and the ability to interact in a positive and supportive manner.
- Aptitude for attention to detail and accuracy are essential.
- Must be able to deal efficiently and empathetically with a wide range of student issues and concerns.
- Computer skills including intermediate MS Word, Excel, PowerPoint, PowerBI, and Outlook.
- Ability and willingness to learn new software systems.

### Nature and Scope

- **Contacts:** This position requires communication in a wide range of internal contracts and external academic institutions to obtain, clarify and discuss information. When dealing with students, the incumbent must be able to 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 Chair, UG, Administrative Manager and Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, UG. This position requires active problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include many simultaneous demands.

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- **Working Environment:** Possible travel off campus for recruiting purposes. Regular working hours with possible occasional weekend/evening events.