

## Job Description



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<b>Job Title:</b>	Administrative Coordinator and Advisor, Undergraduate Studies
<b>Department:</b>	Communication Arts
<b>Reports To:</b>	Administrative Assistant
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	August 2019

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### **Primary Purpose**

The Administrative Coordinator and Advisor, Undergraduate Studies, advises undergraduate students in Drama, Speech Communication, and Digital Arts Communication. In partnership with the other members of the department's administration, s/he is responsible for effective administration of the department's undergraduate programs and for enhancing student success through appropriate advisement and support.

### **Key Accountabilities**

<p><b>Advises undergraduate students in Drama, Speech Communication and Digital Arts Communication (DAC) both majors and enrollees from other Faculties, in consultation with the Associate Chair UG Studies as appropriate:</b></p> <ul style="list-style-type: none"><li>• Advises students about course and program/plan selection; approves student permissions, including course overrides, plan modifications, and co-op sequence changes;</li><li>• Advises students with unusual or complex questions, or with questions about academic content as appropriate; assists with Academic Progression reports and Recommendations to Graduate;</li><li>• Assists with petitions, student grades and academic appeals;</li><li>• Refers students to on-campus resources as appropriate;</li><li>• Consults with advisors in other academic units regarding students of mutual interest;</li><li>• Monitors enrolment reserves, enrolment capacity, and student course override requests for Drama, Speech Communication, and DAC courses; develops reserves for specific courses as needed.</li></ul>
<p><b>Coordinates service teaching for other Arts units or UW Faculties, including the following:</b></p> <ul style="list-style-type: none"><li>• Collaborates with academic units to facilitate course scheduling, including course sections, time slots, and block enrollments;</li><li>• Sets and monitors course reserves in consultation with other academic units;</li><li>• Arranges first year mid-term test slots to ensure minimal conflicts with courses outside the department;</li><li>• Liaises with advisors in other academic units to ensure awareness of course curriculum changes that may affect plans in and beyond the department.</li></ul>
<p><b>Serves as the department timetable representative for the UG programs:</b></p> <ul style="list-style-type: none"><li>• 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;</li><li>• Determines course reserve and section needs; resolves scheduling issues affecting enrolment;</li><li>• Identifies potential course conflicts within the department and with other departments and Faculties as required;</li><li>• Reviews final undergraduate course schedule for accuracy and meeting department needs;</li><li>• Co-ordinates final exam scheduling with the Registrar's Office each term.</li></ul>

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### **Serves as the 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;
- Compiles course and program changes for submission to the Undergraduate Calendar;
- Prepares submissions for the UG Affairs Group;
- Serves as the department's template representative (Academic Advisement, UG);
- Reviews all Drama, Speech Communication, and Digital Arts Communication content in the UG Calendar prior to publication.

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

- Maintains active communication with and for students and others using a range of communication modalities, including social media; collaborates with the Production and Theatre Manager on communications related to theatre productions;
- Prepares text for the Drama, Speech Communication, and DAC UG websites and undertakes web maintenance and management consistent with the department's and Faculty's communications objectives and in collaboration with the department's web committee;
- Participates or leads in planning various student-focused departmental events;
- Provides advice and support to members of the Drama and Speech Communication student societies as needed;
- Serves as liaison to the department's alumni; organizes alumni events in co-operation with Arts Advancement;
- Assists the Associate Chairs UG Studies with nominations and final selections for departmental awards;
- Oversees the planning and execution of department events which may include Convocation receptions, student awards ceremonies, Campus Day/Open House, and others.

### **Provides general administrative support including the following:**

- Identifies problems in UG program administration and recommends improvements to the Chair and Associate Chairs as appropriate;
- Prepares data and statistical reports as required for the Chair and Associate Chairs, drawing on departmental, Faculty, and institutional data;
- Collaborates with department administrators in providing orientation for new sessional instructors;
- Maintains department records of current students and graduates, including confidential correspondence;
- Manages the Incomplete grade agreements process;
- Prepares the agenda for UG Committee meetings with the Associate Chairs UG Studies; minutes these meetings;
- Answers faculty questions regarding UG and department policies and procedures;
- Provides or organizes logistical support for the organization for the Department's conferences and workshops.

*\*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.

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### **Experience**

- Administrative experience in an academic environment, including knowledge of undergraduate policies and procedures.
- Leadership experience in event coordination and volunteer management is an asset.

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

- Well-developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written).
- Aptitude for attention to detail and accuracy are essential.
- Proven capacity to handle high volume of requests and to multi-task.
- Intermediate proficiency with MS Word and Excel.
- Experience working with Infosilem, Minute Taking, Outlook, Quest, SharePoint, WCMS, and various social media.

### **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. 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 Chairs UG Studies, the Administrative Assistant, and the Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, Undergraduate Studies. The position requires active problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.
- **Working Environment:** Travel: none; Working hours: regular