

## Job Description

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<b>Job Title:</b>	Graduate Program Administrator/Scholarship Coordinator
<b>Department:</b>	School of Environment, Resources and Sustainability
<b>Reports To:</b>	Administrative Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	December 2020

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### **Primary Purpose**

The Graduate Program Administrator/Scholarship Coordinator provides advice and guidance to applicants and graduate students and is responsible for the day-to-day operation of the School of Environment and Resources and Sustainability (SERS) graduate program. The position provides administrative support to the School Director, Associate Director, Graduate Studies and general support to the Administrative Manager and the school.

### **Key Accountabilities**

#### **Recruitment and Admissions, including but not limited to:**

- First point of contact within the school for all admission inquiries.
- Responsible for the administration of the SERS graduate admission processes including reviewing applications for eligibility, circulating files, denying, and approving applications.
- Responsible for preparing Offer of Admission/Acceptance Letters for accepted applicants, ensuring correct interpretation and adherence to graduate regulations indicating financial commitments from the school and submission of the recommendation to the Graduate Studies Office.
- Represents the School at graduate recruitment events.
- Responsible for preparing the schools graduate orientation and providing incoming students with information to prepare for their programs.

#### **Academic Advising, including but not limited to:**

- First point of contact within school for all graduate inquiries including academic process, policy and procedures, degree requirements and financial matters.
- Triage and refer resources on campus.
- Assists and advises students with preparation of Change of Enrollment, Withdrawals, Grade Appeals, Petitions, adding Courses and other forms as required.
- Responsible for communication coordination including policy, scholarships, grants, opportunities, and student activities to both students and faculty/staff.

#### **Academic Records and Records Management including, but not limited to:**

- Responsible for assisting students through their program and tracking their progress from admission to completion, including monitoring completion of degree requirements by maintaining accurate records.
- Maintain accurate academic records: initiating, collecting, and submitting time extension petitions, verifying convocation, monitoring completion of degree requirements, and ensuring students are registered each term by government count date
- Monitors the submission of all student grades including grade revisions and keeps the Associate Director, Graduate Studies informed of issues as necessary and ensuring incomplete grades are completed.

**Scholarship Coordinator including, but not limited to:**

- Responsible for the administration of a variety of internal and external scholarships coordinated by the University and advising students of scholarship deadlines and application requirements.
- Reviewing applicants for eligibility, ordering transcripts, and calculating transcript averages, checking for accuracy, editing, and tracking applications.
- Organize and record ranking meeting results, ensuring that all applications are complete and appropriately signed.
- Maintaining records of allocations and disbursements.
- Liaising with staff in the Graduate Studies and Post-doctoral Office for issues related to scholarship payments, award applications and supplementary funding.

**Financial Administration, including but not limited to:**

- Responsible for managing and tracking Graduate student funding ensuring that financial obligations to each graduate student are met honoring financial commitments as set out in offer letters.
- Determine teaching assistant requirements each term to support SERS undergraduate courses and graduate funding obligations.
- Responsible for assisting the SERS Associate Director, Graduate Studies with allocating teaching assistantships
- Prepare Teaching Assistantship and Research Assistantship contracts and Scholarship Nomination forms as required
- Administer and maintain accurate financial records for scholarships managed by SERS/Faculty and provides input to support the decision process of the nominations for these graduate scholarships.

**Administrative Support, including but not limited to:**

- Provides administrative support and direction for the interpretation and implementation of policies and procedures as the pertain to graduate studies
- Coordinates, compiles and edits submissions for the graduate calendar and the SERS graduate webpages to ensure all information is current.
- Collects and analyses information to support decision making for various committees and departmental planning.
- Draft correspondence on behalf of the Associate Director, Graduate Studies
- Participates in graduate events.
- Perform other duties and assists with special projects assigned by the Administrative Manager, and Associate Director, Graduate Studies and/or Director.
- Maintain an up to date job procedure manual for the position, submitting annually at Performance Appraisal time

**Course Scheduling, including but not limited to:**

- Responsible for the graduate course scheduling cycle which includes submitting graduate courses/instructors' information and teaching patterns through the scheduling DCU.
- Identify conflicts and resolutions to scheduling problems and ensure that core courses do not conflict with elective course offerings and teaching assistantship requirements
- Responsible for providing students with permission numbers for specific courses that require approval from the instructor to register as well as Reading courses.

*\*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**

- Bachelor's degree in related field or equivalent education and experience.

#### **Experience**

- 2+ years' experience working in an academic environment within student services
- Previous experience working with graduate applications and scholarship procedures preferred.
- Familiarity with university policies and procedures, particularly related to graduate studies, would be beneficial.
- The incumbent must have above-average skills in the areas of questioning, listening, decision-making, responding and referring, and problem solving. There are daily deadline pressures while, at the same time, there is a demand for thoroughness and accuracy.
- Proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff, and students
- Proficiency with MS Office required
- Experience with University of Waterloo online data systems, or equivalent systems an asset.
- UW Mental Health Training an asset.

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

- Excellent understanding of university policies and procedures as they relate to graduate studies and degree requirements, as well as ethics and crisis management
- Excellent interpersonal, communication skills (oral and written) with the ability to respond with sensitivity to challenging situations
- Demonstrated ability to work cooperatively with others (campus community, faculty, staff, and students) and provide excellent customer service.
- Strong organizational and analytical skills with proven ability to work independently. Proven ability to manage multiple priorities with a high level of initiative, flexibility, accuracy, and detail with minimum supervision.

### Nature and Scope

- **Contacts:** : This position requires communication with a wide range of internal contacts to obtain, clarify and discuss information. When dealing with students, the incumbent must be able to present and discuss information and problems, leading to resolution. The position requires sensitivity to the needs of a wide client base, including potential students/applicants, faculty, staff, current students, international students, students registered with Accessibility Services and alumni.
- **Level of Responsibility:** This position 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 Director, Graduate Studies. This position requires proactive problem solving, gives advice to students and refers students to others when appropriate.
- **Physical and Sensory Demands:** Minimal risk of students reacting negatively to decisions. The incumbent must be sensitive to the needs of dealing with at-risk students that are exposed to stress and pressure that may at times require immediate action. This role involves peak times which can include numerous student requests, multiple priorities, and frequent interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year). Attention to detail is required.
- **Working Environment:** Regular working hours with occasional evening/weekend events.