

Job Description

Job Title:	Program Coordinator, Faculty Programs
Department:	Centre for Teaching Excellence
Reports To:	Senior Educational Developer, Faculty Programs
Jobs Reporting:	Co-op students (typically 6 per year)
Salary Grade:	USG 7
Effective Date:	2013

Primary Purpose

This position administers the effective support, organization, and communications for CTE's faculty programs and events, as well as the University-wide teaching awards for Waterloo instructors and teaching assistants.

Key Accountabilities

Administers a wide range of teaching development programs

- Manages all scheduling and registration processes and systems for a large variety of faculty and staff programming offered in several modalities (in-person, online, hybrid) by various facilitators from CTE and elsewhere
- Supports participants and facilitators in the use of a registration system
- Plans and coordinates the booking and set-up of face-to-face venues and online platforms such as LEARN, WebEx, Bongo, MS Teams
- Participates in configuration and testing to implement and maintain solutions for registration, enrolment, and tracking of program participants
- Ensures the documentation and the maintenance of up-to-date administrative processes and develops new processes and procedures to enhance effectiveness and efficiency
- Recommends program revisions based on program data analyses
- Coordinates with administrative assistant regarding events budget and supply needs
- Plans and facilitates programming meetings

Manages data records

- Creates and maintains accurate records for CTE program participants
- Manages accurate records for all University-wide teaching award nominations (current and archived)
- Generates and analyzes program statistics to assist with program planning and Library use statistics for our CTE University of Waterloo Library site

Communicates about CTE programs

- Creates and disseminates advertising for CTE events and program information via the website, social media, and email, in coordination with communications team
- Edits and participates in the production of CTE promotional materials, including items for the communications team
- Assists in the identification of potential institutional teaching and learning stories
- Responds to enquiries from Waterloo and external faculty and staff (in person, electronic mail, and telephone)
- Maintains contact lists for various CTE programs

Advises faculty members, staff, and students

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<ul style="list-style-type: none"> • Shares knowledgeable advice and information with faculty members and other instructors regarding CTE courses/programs and registration procedures • Makes referrals to other CTE staff members as appropriate • Guides those wishing to submit a University-wide teaching award nomination
<p>Trains and coaches others</p> <ul style="list-style-type: none"> • Supervises reception desk office staff (typically co-op students), including delegating workload, mentoring co-op students in administrative and project-related areas of responsibility, and handling any performance issues • Participates in the hiring and evaluation of co-op students
<p>Special projects including but not limited to</p> <ul style="list-style-type: none"> • Coordinates University-wide teaching awards programs • Organizes University-wide events to showcase teaching award recipients • Oversees CTE library purchasing and operations • Liaises externally with University departments and support units, campus student organizations, and other Teaching Centres outside Waterloo • Assists with program improvement and program evaluation projects • Assists with curriculum projects as needed, including data collection (e.g., focus group facilitation)

**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

<p>Education</p> <ul style="list-style-type: none"> • Post-secondary degree or several years of administrative experience in an academic setting.
<p>Experience</p> <ul style="list-style-type: none"> • At least one year's experience with program administration and event coordination for a wide variety of professional development programs in a university setting
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Problem-solving, listening and referral, organization, attention to detail • Oral and written communication skills • Familiar with or able to learn about higher education training and professional development norms, theories, and issues • Ability to exercise judgment and discretion when handling confidential information • Ability and willingness to become proficient with new types of software • Ability to prioritize tasks in order to meet deadlines in a high-volume environment • Ability to interact with people from diverse backgrounds and cultures

Nature and Scope

- **Contacts:** Senior Educational Developers (Faculty Programs, Curriculum and Quality Enhancement, Integrative and Experiential Learning, Inquiry and Communications); Educational Developers (Research, Curriculum and Quality Enhancement); Program Coordinator (Graduate and Postdoctoral); Administrative Assistant; Associate Director; Co-op students (supervision and hiring). Outside the unit: Associate VP, Academic & Associate Provost, Graduate Studies and Postdoctoral Affairs especially in their roles as Chairs of teaching award committees; Waterloo instructors and Chairs/Directors from all

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Faculties and Departments / Schools, staff from many support units and other entities (especially HR, Dean's Offices, FAUW, Catering, Library, Cooperative Education, Career Action, Creative Services, Retail Services, IST, Communications, and the Secretariat); student organizations. Teaching centre staff from other institutions.

- **Level of Responsibility:** Administers a wide variety of programming for faculty and staff as well as coordinating University-wide teaching award programs.
- **Decision-Making Authority:** Decision-making and problem-solving are required when setting up new data management and administrative systems or streamlining existing systems to handle increasing participant volume, in addition to when handling queries from faculty members and staff. Decisions about hiring and supervising co-op students each term also fall to this position.
- **Physical and Sensory Demands:** Excellent attention to detail is required. Repetitive desk work and some movement of classroom tables/chairs. Some lifting required for workshop and/or catering set-up.
- **Working Environment:** Regular working hours. Stress from meeting multiple deadlines and from being the intermediary in handling instructor and staff queries and complaints.