

## Job Description

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<b>Job Title:</b>	Manager, Graduate Reporting and Mobility Programs
<b>Department:</b>	Graduate Studies and Postdoctoral Affairs (GSPA)
<b>Reports To:</b>	Director, Graduate Studies and Postdoctoral Affairs
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	June 2019

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### **Primary Purpose**

The Manager, Graduate Reporting and Mobility Programs ensures the availability and delivery of information required for the University to perform the graduate academic and enrolment functions. The incumbent is responsible for oversight of the day-to-day review and authorization of graduate student academic and enrolment petitions to ensure that decisions meet minimum University regulations; oversight of academic, enrolment, bio/demographic and supervisor records to ensure data quality for reporting purposes; mentoring new administrative staff and academic officers on regulatory and procedural matters pertaining to graduate students records.

### **Key Accountabilities**

#### **Graduate Reporting**

- Works collaboratively with Institutional Analysis and Planning on internal and external reporting activities including University Performance Indicators, provincial government enrolment reporting; Ontario Education Number (OEN), graduate program review data reporting and ad hoc requests for records data.
- Has a lead role in the preparation of the government claim submitted three times a year to the University to the Ministry of Training, Colleges and Universities.

#### **Student Enrolment Management**

- Authorizes enrolment and program/plan status changes including withdrawal records; grading; petitions for class changes, program extensions, transfer credits, grade extensions according to graduate regulations and approved procedures.
- Oversees all activities including data maintenance and deadlines for student biographic/demographic, academic and enrolment records and ensures data quality for internal and external reporting.
- Signing authority for all enrolment documents and other forms of enrolment and degree verification.
- Advises faculty, students, administrative and academic departments on matters such as appropriate enrolment status and its impact on funding eligibility, tuition assessments, government reporting, program completion times, immigration and/or other bio/demographic status information.

#### **Records Systems Planning**

- Advises the Director and other managers on current issues affecting graduate operations, business processes, systems and services, planning and direction that contribute to the GSPA goal of providing professional student academic and records systems and services to the University for graduate students, administrative and academic staff.
- Works closely with the Assistant Director, Graduate Admissions and Records Systems, and the Graduate Admissions and Data/Systems Analysts to plan for document retention, define document types and records business requirements for electronic workflow processes.

#### **Policy and Procedure Management**

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- Trains GSPA staff on records business processes and department, Faculty administrative and academic staff on data requirements procedures, deadlines and regulations.
- Responsible for biographic/demographic, academic and enrolment records procedures to ensure data quality for reporting activities.
- Participates in the training of Records staff.
- Maintains knowledge and understanding of university document management and retention policies, academic and enrolment regulations and procedures, records systems processes, programs including new programs proposed for the next academic term.
- Works closely with the Director to determine records business processes to meet internal and external regulatory requirements
- Maintains knowledge and understanding of Senate Graduate and University regulations as documented in the Graduate Studies Calendar.
- Maintains knowledge of relevant university policies: 19 – Access to and Release of Student Information and 8 – Information Security.

### **Enrolment and Program Administration**

- Responsible for the administration of the Ontario Visiting Graduate Studies Plan, the Canadian Graduate Student Research Mobility and Transfer agreements, and the University of Waterloo International Visiting Graduate Student program.
- Liaises with external representatives from Canadian universities participating in transfer agreements; management of admission/acceptance, enrolment, grading, study agreement records, invoicing and communications for visiting students.
- Undertakes special projects for the Director as required.

*\*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**

- An undergraduate degree or equivalent education and experience

### **Experience**

- 5+ years working in an academic environment
- Knowledge and experience with academic and enrolment data, query and process management in the Student Information System (Quest)
- Knowledge and experience with document retrieval, workflow, and retention processes in Hyland OnBase Document Management Systems

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

- Comprehensive knowledge of the university and graduate studies environment
- Knowledge of University policies and Graduate Studies regulations and practices related to academic and enrolment records
- Proven training and mentoring skills
- Exceptional project management, organizational, creative and problem-solving abilities
- Ability to work collaboratively with others in the GSO, administrative and academic units
- Aptitude for and experience with conducting research and analyzing data
- Excellent communication skills (written, oral, and interpersonal)
- Successful experience working independently and within a team environment

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- Successful experience meeting multiple and concurrent deadlines
- Proven experience with regard to accuracy and attention to detail
- Knowledge and experience with mail, word processing, worksheet and presentation software (Microsoft Outlook/Excel/Word/PowerPoint)
- The incumbent must demonstrate a professional demeanour regarding the interactions with students on confidential and sensitive matters.

### Nature and Scope

- **Contacts:** Internal contacts: Director, Graduate Studies and Postdoctoral Affairs; GSO Management Team; Registrar; Institutional Analysis Planning; Finance; Faculty Associate Deans/Administrative Assistants, Graduate Studies; Department Associate Chairs/Graduate Officers/Co-ordinators. External contacts: Citizenship and Immigration Canada, auditors, Ontario universities with graduate programs, Canadian universities with mobility agreements.
- **Level of Responsibility:** The Manager position involves specialized work with minimal supervision and provides guidance to others. The Manager works with confidential and time sensitive information, and must insure that the data is secure, accurate and delivered within a strict deadline. The Manager delegates work as required.
- **Decision-Making Authority:** This position must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments. Any issues beyond the scope of the above outlined responsibilities would be escalated to the Director, Graduate Studies and Postdoctoral Affairs.
- **Physical and Sensory Demands:** Extensive sitting, concentrated use of visual senses, high attention to detail, dealing with distractions in a busy fast-paced office environment.
- **Working Environment:** Sitting at desk/computer work station, exposure to interactions with people who are upset/angry, sensitivity when working with diverse graduate students, including international graduate students, stresses due to high volume, firm deadlines and demands