

Job Description

Job Title:	Academic Advisor, First Year Engineering
Department:	Engineering Undergraduate Office
Reports To:	Administrative Manager
Jobs Reporting:	Scheduling Specialist & First Year Engineering Assistant
Salary Grade:	USG 7
Effective Date:	January 2019

Primary Purpose

The incumbent is responsible for academic advisement of first year undergraduate students in the Faculty of Engineering and for the interpretation and guidance of University and Faculty academic policies as they relate to current students. The incumbent also provides assistance and support to the Director of First Year Engineering (FYE) and the First Year Advisors, as well as to the first year engineering teaching team and members of the Engineering Undergraduate Office (EUGO).

Key Accountabilities

Supervision

- The incumbent supervises the Scheduling Specialist & First Year Engineering Assistant (SSFYEA).
- Manages recruitment, supervision, coaching, training/skills development and performance to meet first year engineering goals and objectives.
- Reviews and updates job duties and description.
- Supports the SSFYEA with non-routine tasks and during periods of heavy volume.
- Assists with course scheduling issues and conflicts when necessary.

Student Advising

- Provides academic advice on degree requirements, options and enrolment/course selection.
- Identifies students in academic jeopardy and provides guidance on their options.
- Advocates on behalf of students requiring special accommodations/allowances or non-standard arrangements.
- Exhibits understanding of crisis management for students experiencing personal difficulties, and provides advice and referrals when appropriate. (i.e. Counselling Services)
- Provides assistance to students who are absent due to extenuating circumstances.
- Provides guidance to students resuming their studies after an extended absence.
- Approves and handles student schedule changes and course override requests (drop/add electives, online courses).
- Provides assistance to students in the preparation of petitions.
- Arranges non-degree programs, Reduced Load Program, Qualifying Program for Re-admission and Voluntary Strengthening terms.
- Provides information and updates for the first year website.
- Manages student records as required by Policy 46 (Information Management).
- Provides support for stream change requests for both current and incoming students.

Administration

- Reviews and analyzes academic progression reports for accuracy and codes student records. (i.e. assign SUPPS, clear failures, promotion decisions, DNW's, milestones)
- Performs the following tasks in conjunction with the SSFYEA:
 - attends divisional and organizational meetings and records minutes

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<ul style="list-style-type: none">○ maintains progress charts for students in special programs (i.e. RRTs, QPRs, etc.)○ updates and maintains the First Year Engineering database.● Assists with electronic marks processing as needed.● Makes alternate arrangements for midterm conflicts and special exam sittings.● Processes grade revision forms, including coding of term decisions.● Assists the admissions team with the review of on-line applications of prospective students.
Communications <ul style="list-style-type: none">● Provides current and prospective students with an informed representation of the policies, processes and objectives of First Year Engineering.● Communicates regularly with first year students on a variety of topics by way of the website, group email, information sessions and in-class announcements. (i.e. course enrolment/selection, CSE's, options)● Notifies instructors of medical or extenuating student circumstances. (i.e. deferred exams, students with disabilities)● Provides recommendations to the Admissions Specialist on course exemptions for internal transfers.● Responds to a wide range of inquiries from prospective and current students.
Director Support <ul style="list-style-type: none">● Informs the directors of special developments involving student issues.● Arranges and attends meetings when required and records minutes.● Updates student issues on First Year Engineering database for record keeping and Examination and Promotion purposes.● Attends Examination and Promotions meetings with the Assoc. Director of First Year Engineering and advocates on students behalf as needed.● Assists with student hiring for special projects.● Screens telephone and e-mail inquiries from current and prospective students.
Other Office Operations <ul style="list-style-type: none">● Performs other duties and assists with special projects as assigned.

**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 <ul style="list-style-type: none">● Post-secondary degree/diploma or equivalent education and/or experience.
Experience <ul style="list-style-type: none">● Minimum of three years of academic advising preferably in an undergraduate setting.● Supervisory experience required.
Knowledge/Skills/Abilities <ul style="list-style-type: none">● High degree of knowledge of UW academic progression rules.● Customer service focused (students and faculty).● Demonstrated ability to make independent decisions and solve problems.● Excellent interpersonal, organizational and communication skills.● Competency in exhibiting compassion, particularly with students under stress or in emotional crisis.● Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.● Excellent strategic thinking, sound judgment, tact, diplomacy, ability to manage confidential and sensitive issues.

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- Proficient with the needs and concerns of students and commitment to student engagement and success.
- Proven ability to manage a large volume of work, conflicting priorities and deadlines.
- Good understanding of the coop system.
- Proficient in Microsoft Office and ACCESS.
- Working knowledge of Quest, LEARN, ASIS/OAT is an asset.

Nature and Scope

- **Contacts:** Collaborates regularly with the Director of First Year Engineering, First Year Advisors, Admissions Specialist, Scheduling Specialist and First Year Engineering Assistant, other EUGO personnel on student related matters. Interacts regularly with first year students providing academic advising and responding to inquiries and concerns. Consults with first year engineering teaching assistants, first year engineering instructors, Access Ability Services, Engineering counsellors, U/G coordinators in engineering departments, Registrar's Office, Cooperative Education, WatPD-Engineering administrative staff on working initiatives.
- **Level of Responsibility:** The position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others, including academic advice to students. Providing complete and accurate information to students is vital to their success in the program.
- **Decision-Making Authority:** Works independently and makes decisions within the defined policy of the Engineering program when advising students. Has signing authority for, withdrawals, course changes, Letter of Permission. Responsible for staff supervision and workload balancing, including assessing work performance and taking corrective action.
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service-oriented environment with deadlines, and large volumes of work at various times throughout the year.
- **Working Environment:** Office based environment where much of the time is spent interacting with students, giving direction and advice. The incumbent may interact with people who are upset or angry. The first year student population requires a large percentage of available time, particularly in the first several weeks of each term. There are often deadline pressures. Some weekend work is required for open house activities throughout the year.