

Job Description

Job Title:	Graduate Program Coordinator
Department:	Applied Mathematics, Combinatorics and Optimization, Pure Mathematics
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	October 2023

Primary Purpose

The Graduate Program Coordinator administers academic services and advises graduate students in the department. The position is responsible for providing effective administrative support to the Associate Chair, Graduate Studies, occasional administrative support to the Chair, and general support to faculty in the department.

This is a shared job description for Applied Mathematics, Combinatorics & Optimization and Pure Mathematics.

Key Accountabilities

Manages applications to the department's Master's (MA) & PhD programs, including the following:

- Advises prospective graduate students on admission requirements, application procedures, alternative programs or preparation required to meet eligibility requirement.
- Evaluates MA and PhD applications by reviewing transcripts and educational institutions, calculating admission averages, reviewing reference letters, confirming English language proficiency certification, and confirming GRE scores, if applicable.
- Determines qualified applicants from foreign universities by applying expertise on educational systems that differ according to country and institution.
- Communicates with applicants and referees regarding problems with their application.
- Prepares the recommendation for admission and offer letter for the Associate Chair, Associate Dean, Graduate Studies and GSPA Associate Director's approval.

Advises graduate students in consultation with the Associate Chair, Graduate Studies as appropriate:

- Interpret and apply regulations, policies, and procedures for students regarding program requirements, including course selection, milestone requirements, program status and changes, enrolment issues, co-operative education, cross registration, exam regulations, academic deadlines, petitions for extensions, thesis submission and graduate thesis submissions and defenses.
- Reviews PhD progress reports; arranges for approvals for PhD dissertation proposals, MA thesis proposals, and Masters of Research proposals; coordinates PhD area exams; coordinates PhD thesis defenses.
- Assists with academic appeals; advise students on processes for student appeals or petitions.
- Refers students to on-campus resources as appropriate.
- Issues letters to students verifying funding information for immigration, visa applications and social insurance numbers.
- Coordinates work term report submissions, grading, monitoring and awards.

Job Description



- Maintains department records and database of current students and graduates, including confidential correspondence.
- Conducts final review of students' transcripts to ensure all requirements have been met for program completion. Confirms final update for graduation on Quest.
- Deliver immediate support to students in distress; follow up with appropriate referrals.

Assigns teaching assistants and proctors for the department's undergraduate courses:

- Assigns teaching assistants (TA) each term by matching students' skills to course requirements and enrolments.
- Manages graduate student funding for the department.
- Ensures that teaching assignments are consistent with students' funding packages and that all graduate students are assigned the appropriate number of teaching assistantships.
- Provides conflict mediation between TAs and faculty as needed.
- Where applicable, oversees the assignment of midterm and final exam proctors in consultation with the undergraduate scheduling/examination representative.
- Assigns office space for graduate students.

Manages the graduate program budget, including the following:

- Prepares TA and scholarship budgets based on the number of new and continuing students.
- Prepares the payroll submission for all students employed as TAs, markers and occasionally proctors.
- Prepares scholarship nominations using the Faculty funding formula.
- Assigns and coordinates departmental and tri-council Research Assistants (RA) in consultation with the Associate Chair, Graduate Studies, and the Administrative Manager.
- Tracks senior PhD students in-funding and out-of-funding and updates this information for the Chair's use during course scheduling.
- Prepares and issues funding statements to all department graduate students for tuition payment.
- Participates in annual budget process.

Serves as the department calendar representative for the graduate program in consultation with the Associate Chair, Graduate Studies:

- Compiles course and program changes for submission to the graduate calendar and monitors the approval flow through Faculty and Senate committees.
- Prepares submissions for the Graduate Affairs Group.

Serves as the department scholarship coordinator:

- Provides detailed graduate scholarship information to graduate students.
- Reviews all applications for OGS and SSHRC, NSERC Doctoral, NSERC CGSM, and Vanier competitions to ensure the correct procedures have been followed and all supporting documentation has been submitted.
- Computes course averages based on student transcripts to ensure students' eligibility.
- Compiles applications and provides the Associate Chair with data required to rank applicants.
- Oversees UW graduate scholarships, bursaries and awards and reconciles the department's UW scholarship fund; maintains financial summaries, award recipients, and authorizes payment of awards.

Assists with graduate student engagement:

- Develops and assists in delivering the department's annual graduate student orientation program, attends events, acts as a resource to students and provides program information. Works with the Math Graduate Office/Faculty Events Manager on the execution of Faculty wide graduate events.
- Maintains active communication with students using a range of communication modalities.
- Prepares text for and maintains the department's graduate website.
- Participates in planning various student-focused departmental events.
- Manages the federal and provincial government's annual recruiting seminars.

Job Description



- Serves as liaison to alumni.

Provides administrative support to the Chair, Associate Chair, and faculty, including the following:

- Advises Chair and Associate Chair of any problems in the graduate program and recommends improvements.
- Prepares the agenda for unit committee meetings with the Associate Chair, Graduate Studies; minutes these meetings.
- Prepares data and statistical reports as required for the Chair and Associate Chair, drawing on departmental, Faculty and institutional data; participates in departmental self-studies.
- Coordinates periodic internal and external graduate program reviews, including OCGS reviews, in co-operation with the Associate Chair and department Chair.
- Maintains department records of current students and graduates.
- Provides guidance, as required, on graduate and department policies and procedures.

**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 will be considered.

Experience

- 3+ years of administrative experience with a demonstrated working knowledge of UW policies, procedures, and available campus resources.
- Experience providing one-on-one support and advice to students in a post-secondary service-oriented setting is considered a strong asset.
- Financial experience with managing scholarships and awards, and a comprehensive understanding of the graduate studies environment is preferred.

Knowledge/Skills/Abilities

- Well-developed organizational, analytical, interpersonal, customer service and communication skills (oral and written).
- Demonstrated commitment to confidentiality.
- Ability to provide crisis support to students, as needed.
- Proven attention to detail, and accuracy while multi-tasking are essential.
- Proven capacity to handle a high volume of work is required.
- Demonstrated ability to ask probing questions, anticipate student needs, and apply sound judgment.
- Proven ability to work independently with minimal supervision in a fast-paced, deadline-oriented, multi-tasking environment.
- Thorough knowledge of university policies and procedures, particularly as related to graduate studies and scholarship requirements.
- Intermediate skill level using Microsoft Word, Excel, and PowerPoint.
- Other technical skills: Quest, OnBase, Infosilem, SharePoint, Outlook, WCMS, LEARN, PowerBI, Teams and Zoom.

Nature and Scope

- **Contacts:** This position requires communication with internal contacts to obtain, clarify and discuss information. Contact groups and individuals include but are not limited to: Department Chair, Associate Chair for Graduate Studies, Department faculty and staff, graduate students, Math Faculty Associate Dean of Graduate Studies, Math Graduate Office, Graduate Studies and Postdoctoral Affairs, students in other programs enrolled in graduate courses in the department, relevant student groups/associations, Affiliated University and University Colleges, Registrar's Office, International Students Office, Cooperative Education, Centre for Career Action, New Media Services, Finance, Human Resources, AccessAbility Services, Math Faculty Computing Facility (MFCF), representatives of the provincial and federal governments, alumni.
- **Level of Responsibility:** The position has specialized work with minimal supervision. The Graduate Program Coordinator and Advisor provides guidance to others and works closely with the Associate Chair, Graduate Studies and the Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine decisions involve consultation with the Associate Chair, Graduate Studies. The position requires proactive problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include many simultaneous demands.
- **Working Environment:** regular office hours, occasional evening work; no travel requires; no significant risks to physical and sensory demands.