

Job Description

Job Title:	Research Appointment Coordinator
Department:	Electrical & Computer Engineering
Reports To:	Administrative Officer
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	September 2018

Primary Purpose

The Department of Electrical and Computer Engineering (ECE) has a significant amount of research activity and its faculty collaborate with international researchers, which generates a large number of diverse research related appointments. The core responsibility of this position is the coordination of appointments and payroll in adherence with University policies and employment criteria. The Research Appointment Coordinator (Coordinator) works closely with ECE faculty members to provide specialized human resources support to coordinate research sponsored or visiting appointments, and contract research staff, and payroll functions for these appointments. ECE processes more than 400 research-sponsored appointments yearly, including postdoctoral fellows, research associates, visiting scholars or scientists, international visiting graduate students, research assistants, temporary employment contracts, co-op work placements, and visiting appointments. Visiting appointments include professors on sabbatical leave and research personnel from business and industry who come to the University for a year or two. The Coordinator works closely with UW's Senior Immigration Consultant/Specialist (Immigration Specialist) for upholding compliance with all immigration requirements.

Key Accountabilities

Research Sponsored Appointments:

- Reviews requests for research funded appointments and ensures compliance with relevant policies and guidelines concerning academic appointments and processes;
- Identifies inconsistencies or potential problems, and collaborates with faculty to resolve issues around non-faculty and research sponsored appointments;
- Facilitates the invitation process for short-term visitors e.g. guest speakers, business visitors;
- Ensures proposed salaries meet Faculty and/or University guidelines;
- Manages verifications of academic credentials, immigration documents, medical insurance, etc.
- Works with UW's Immigration Specialist to ensure compliance with CIC immigration regulations as they relate to study permits, work permits, visas to reduce potential liability and risk to the department, Faculty and University;
- Informs potential appointees, principal investigators and staff of immigration documents required for appointments of non-Canadians/Permanent Residents in consultation with UW's Immigration Specialist;
- Verifies validity of issued immigration documents, e.g. work permits and Social Insurance Numbers, to ensure that appointees are legally entitled to start work at UW;
- Ensures foreign workers have UHIP or health insurance coverage;
- Liaises with Financial Coordinators to ensure availability and eligibility of funding sources for salaries;
- Processes frequent changes to appointments and renewals as required;
- Compiles monthly report on upcoming terminations and completes Termination Notices to prevent salary overpayments;
- Maintains ECE database on all non-faculty and visiting appointments, including a tracking system to ensure that non-Canadian/Permanent Resident employees maintain eligibility to work in ECE;
- Liaises with Payroll and the Dean's Office to regarding foreign workers and immigration status related data;
- Notifies contractual employees and visiting academics of requirement to provide up-to-date work authorizations to continue employment or renew appointments;

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<ul style="list-style-type: none">• Confirms temporary foreign worker status and/or applicable LMIA exemptions under Canadian immigration laws or international agreements that expire during the appointment period;• Keeps up to date with current immigration requirements and employment legislation.
International Visiting Graduate Students (IVGS) <ul style="list-style-type: none">• Serves as a resource for faculty members wanting to host IVGS students;• Reviews IVGS acceptance form, supporting documents, and obtains all required signatures;• Prepares customized confirmation letter from the ECE supervisor and department chair detailing visit arrangements;• Submits completed IVGS applications to the Graduate Studies Office;• Verifies funding, immigration and health documentation;• Follows-up on outstanding documentation required for IVGS registration;• Completes extension requests for IVGS students as required.
Temporary Employment Contracts <ul style="list-style-type: none">• Front line support for hiring faculty providing advice and guidance regarding internal policies and procedures as they relate to temporary hiring;• Follow up with prospective employees or hiring faculty where data is incomplete or non-compliant, or where clarification is needed;• Responds to external inquiries from applicants related to temporary hiring process;• Submits temporary employment authorization forms for students and research assistants as directed by supervising faculty members.
Payroll Transactions: <ul style="list-style-type: none">• Review pay related submissions for completeness, and compliance with government legislation and UW policy;• Reviews proposed salaries and ensures that compensation meets minimum wage standards or recommended salary rates for students paid from research grants;• Substantiates casual payroll requests, authorization and confirms funding to support payments;• Investigates and facilitates resolution of payroll issues and discrepancies;• Communicates policy, procedural, and legislative requirements to clients who often have little or no understanding of payroll;• Collaborates with principal investigators to ensure resolution of procedure-related problems;• Serves as a liaison between Payroll, Human Resources and principal researchers;• Compares CECA data against processed student contracts and follows up on outstanding documentation.
Other Duties: <ul style="list-style-type: none">• Provide backup support to the Assistant to Chair as required;• Attends all training on new systems, procedures and other meetings as required;• Develops and maintains the procedure manual for the position;• Assists with compliance audits as required;• Assist with special projects and other duties as assigned by the Administrative Officer.

**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 diploma or degree in a business-related discipline or equivalent education and experience.• Completion of Human Resources Management diploma is an asset.
Experience <ul style="list-style-type: none">• Minimum of three years of experience in an academic office environment.• HR operational experience with knowledge of general HR practices and HR technology is an asset.

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Knowledge/Skills/Abilities

- Strong interpersonal and cross-cultural relationship skills with the ability to interact with faculty, staff and students from a wide variety of backgrounds and cultures in a tactful, professional and diplomatic way.
- Good communication (oral and written) skills.
- Demonstrated problem-solving and analytical skills are required to determine the nature and urgency of inquiries and issues, and triage appropriately.
- Experience dealing with highly sensitive and confidential matters with discretion.
- Detail oriented and able to deal with large volumes of information arriving from various sources
- A continuous improvement mindset and an exceptional customer service focus are critical for success.
- Strong time management and organizational skills to deal with frequent interruptions and changing priorities.
- Ability to input data accurately and extract data to compile data reports from database.
- Accuracy required for reviewing supporting documentation for legal compliance.
- Demonstrated ability to work independently in a fast-paced and varied environment, with changing priorities and multiple demands.
- Sound judgement and ability to interpret and apply policies required to provide advice on complex procedures.
- Knowledge of academic appointment and temporary employment offer processes is an asset.
- Understanding of UW policies and procedures, and CIC regulations pertaining to international appointees an asset.

Nature and Scope

- **Contacts:** Internally, communicates with administrative staff, graduate students, and faculty members within the department and Dean's office, as well as university support departments e.g. Payroll, Human Resources and Secretariat. S/he serves as a resource with respect to the appointment/hiring process and explains established policies and procedures. Externally, this position is the first-point-of-contact for any new research funded hires, visiting academics, and prospective research employees.
- **Level of Responsibility:** The incumbent works independently under minimal supervision to support the goal of advancing the department's research agenda. If documents are not prepared in a timely manner it may delay or negatively impact research collaboration or cause employee hardship. Processes temporary contracts (research assistants, co-op placements, etc.) in a timely manner since delays or errors could result in students or staff receiving incorrect or late payments.
- **Decision-Making Authority:** The impact and scope of these duties, along with regulatory compliance issues, requires the use of discretion and judgement. The job requires the regular exercise of independent action within defined policy parameters. Provides informed advice and instruction to clients. Frequently consults with the Administrative Officer and the Immigration Specialist on complex issues.
- **Physical and Sensory Demands:** Must possess mental fortitude and patience in cross-cultural and inter-personal relations with an international clientele. Must listen carefully to client concerns or circumstances and read into and between the lines of emails or correspondence to identify the issue/problem daily.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable situations including dealing with distressed clients. Frequently the incumbent provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role involves irregular and/or high volumes and multiple, tight time pressures, and frequent interruptions. Responds to situations where there is a lot of pressure to find a solution quickly. The incumbent works in an environment where there is frequent process/procedural change and inconsistencies.