

Job Description

Job Title:	Undergraduate Program Coordinator and Advisor
Department:	School of Planning
Reports To:	Administrative Manager/Officer
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	December 2023

Primary Purpose

The Undergraduate (UG) Program Coordinator and Advisor enhances the quality of the undergrad student experience, and is a key contributor to student success, ensuring the delivery of academic and administrative services to undergraduate students. This includes responsibility for the smooth and efficient operation of the undergraduate programs in a manner consistent with the unit's strategic plan, and primary academic advising students. This position reports to the Administrative Manager/Officer and is also accountable to the Associate Chair/Director for Undergraduate Studies. In cooperation with the Associate Chair/Director UG, the Undergraduate Program Coordinator and Advisor is the central resource for program planning and interpretation of UW policies and procedures relating to the undergraduate program and administration. In partnership with the Administrative Manager/Officer and the Associate Chair/Director UG, this position provides direction for long term planning and organization.

This is a common job description used across multiple academic units within the Faculty of Environment.

Key Accountabilities

Program administration including, but not limited to:

- Provides strategic advice to the Associate Chair/Director for Undergraduate Studies to ensure full operation of the undergraduate program(s) in compliance with University policies and procedures.
- Manages a portfolio of student-related functions from program/unit orientation to graduation and develops critical administrative systems and processes, updating, refining, and streamlining as necessary.
- Provides proactive management of all academic unit undergraduate programs, degree plans, including specialization and minors.
- Ensures continuity when transitioning academic administrators through effective record keeping, training and mentoring
- Advises Curriculum committee in collaboration with the associate undergraduate chair/director, vets and oversees proposals for revisions/additions to plan curriculum and unit course offerings, which may require consultation with other academic or academic support units; prepares agenda submissions for unit approval, which are then forwarded for governance approval. Responsible for annually reviewing and approving UG calendar text to ensure approved updates to programs, plans, and courses are reflected correctly.
- Ongoing development of procedures for managing enrolment, program/plan changes, academic progression, and degree advisement.
- Reviews academic progress of students each term and determines the appropriate academic standing decision to be applied in consultation with the Associate Chair/Director for Undergraduate Studies.

- Supports the Administrative Manager and Chair/Director with documentation and logistical support required for the Institutional Quality Assurance Process (IQAP) and site visits. Where a program is recognized and governed by professional accreditation requirements, sources and provides additional records, and participation in related meetings.
- Monitors, evaluates, and communicates data; Works with Environment's UG Operations Team to provide statistical reporting.
- Develops and executes strategies for promoting courses with low enrolment.
- Develops and maintains content for undergraduate web pages.

Student support and advising including, but not limited to:

- Provides skillful, confidential advising to students regarding their individual course and program/plan selection and career goals, sensitive to the needs of a wide client base.
- Proactively identifies students who may be struggling; is the primary contact advising students in crisis, providing direction to resources in a confidential manner. May require immediate action to connect students with resources or practical assistance. Maintains in-depth knowledge of university and community supports available to students for crisis management, well-being support, financial support, or other needs.
- Advises students regarding undergraduate policies and procedures, including how to prepare documents effectively; guides students through processes relating to petitions and grievances.
- Determines an appropriate course sequencing plan with all transfer students (internal and external) based on transfer credit assessments to meet degree requirements.
- Provides advice to UG students who are interested in pursuing academic credentials offered by their unit, such as minors. Provides resources to students enrolled in their plans who are interested in pursuing academic credentials from outside their unit.
- Conducts degree checks throughout a student's UG career. Supports and strategizes with students nearing graduation, to ensure degree requirements are/will be completed by chosen convocation date.
- Advises students who are in academic jeopardy on academic pathways, supports, and resources.
- Aids students and acts as liaison with Co-operative Education regarding work term sequencing.

Admissions/Recruitment including, but not limited to:

- Participates in undergraduate recruitment events and activities, providing knowledgeable information about the programs/plans through informative and engaging presentations and answering questions from prospective students and parents.
- Approves OSS, Non-OSS, re-admits, and internal transfer student admissions to programs.
- Coordinates the assesses and authorization of transfer credits from internal and external institutions, and course exemptions and waivers to the degree requirements.
- Reviews and recommends entrance scholarships and awards to incoming students.

Course and exam scheduling including, but not limited to:

- Collects and summarizes unit teaching constraints for the Chair/Director's approval; submits the unit timetable for courses each term in consultation with the Chair/Director and/or Administrative Manager/Officer.
- Determines course reserve and section needs; resolves scheduling issues affecting enrolment.
- Co-ordinates course scheduling with other departments/schools on campus in cases of held-with and cross-listed courses to ensure that core courses do not conflict.
- Schedules course offerings each term meeting the deadlines in accordance with the scheduling cycle set forth by the Registrar's Office.
- Reviews final course schedule for accuracy and meeting unit's needs; creating a conflict free class schedule for all unit programs/plans; assign proctors or undergrad TA's where necessary.

Job Description



- Works closely with the course instructors and Registrar's Office, developing a conflict free final exam schedule. Maintain online course repository, ensure all syllabuses are submitted and published each term.

The following accountabilities may be shared with or assigned to other roles within the unit:

Student events, field trips, and engagement support including, but not limited to:

- Develops itineraries and schedules, arranges travel logistics and catering, creates promotional materials, and manages registration processes
- Provides direction and support for undergraduate social clubs; maintains active communication with students and groups using a wide range of communication tools
- Recruits volunteers for events, peer mentorship programs, and student representation
- Responds to a wide range of enquiries from prospective students and alumni
- As needed, participates in all undergraduate events including, Fall Open House, University Fair, You@Waterloo, Convocation, Academic Orientation, Campus Day in the Spring, and other events hosted by the department/school.

Health and safety responsibilities including, but not limited to:

- Ensure that health and safety (H&S) concerns/non-compliance are addressed by referral to unit Director/Chair and/or Administrative Manager/Officer or Faculty Health and Safety Committee for action.
- Coordinate/ensure the unit health and safety inspections are completed at the required frequency, following up on any issues.
- Maintaining unit H&S bulletin boards and signage, circulating health and safety related documentation/information to relevant parties and unit Hazard registry.
- Circulating the Safety Office E-Newsletter or other documents to relevant parties within the unit when received from H&S Coordinators.
- Collect and maintain faculty and student field trip/work forms/safety forms/emergency contact forms, etc. Ensure all safety procedures are followed for international trips.
- Maintain mandatory training records within the department.
- Attend Faculty Health and Safety Committee meetings each term.

General support including, but not limited to:

- Provides support for the organization of and/or participation in guest lectures, workshops, field trips, and events within the unit.
- Schedules unit meetings and retreats and prepare meeting package for distribution (agenda, minutes, reports etc.), take accurate minutes, and ensure a historical record is maintained and a database of all actions, standing motions, and orders are documented appropriately.
- Monitors and orders unit administrative and teaching supplies.
- Create, update, and maintain content on the website through actively seeking content from faculty and school members.
- Collects and stores course exams/midterms, arrange for shredding as per retention standards.
- Provides assistance and back-up support to other administrative staff, as needed.
- Create/maintain a current job procedure manual for this position.
- Other duties 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

<p>Education</p> <ul style="list-style-type: none">• Undergraduate degree desirable; equivalent combination of education and experience will be considered.
<p>Experience</p> <ul style="list-style-type: none">• Demonstrated undergraduate student program management, including experience in and commitment to providing academic support and counselling for undergraduate education and training.• Demonstrated experience mentoring students for success.• Excellent knowledge of and demonstrated experience interpreting University of Waterloo policies and procedures as they relate to this position and academic unit undergraduate programs.• Experience in dealing with conflict resolution and the ability to proactively anticipate potential challenges and take the initiative to rectify situations.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Ability to work both independently and collaboratively, developing and maintaining effective working Relationships.• Excellent leadership/mentorship and interpersonal skills to present as a friendly, professional advocate for the unit and its activities.• Proven listening, oral and written communication skills to foster good working relationships with a variety of clients including students, staff and faculty.• Proven ability to communicate with undergraduate students, including distressed and academically struggling students and the ability to deal appropriately with confidential information.• In-depth and current knowledge of the unit undergraduate curriculum, academic requirements, policies, procedures, and best practices.• Superior analytical and problem-solving skills and attention to detail.• Excellent organizational skills to manage multiple priorities in a high-pressure environment with changing deadlines and large volumes while maintaining detailed record documentation.• Understanding and acceptance of managing diversity concepts, including self-awareness, in terms of understanding culture, identity, biases, prejudices and stereotypes. A willingness to advocate for change when institutional practices present barriers to different groups.• Working knowledge of Microsoft Office Suite, SharePoint, as well as other UW specific programs.

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal and external contacts to obtain, clarify, and discuss information. When dealing with students, the incumbent must be able to present and discuss information and problems, leading to resolution. The position requires sensitivity to the needs of a wide client base, including potential students/applicants, faculty, staff, current students, international students, students registered with Accessibility Services and alumni.
- **Level of Responsibility:** The position has specialized work with minimal supervision, provides guidance to others and works closely with the Associate Chair/Director, UG, Administrative Manager/Officer, and Chair/Director.
- **Decision-Making Authority:** The incumbent 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 Associate Chair/Director Undergraduate Studies, or the unit Chair/Director.

Job Description



- **Physical and Sensory Demands:** Exposure to a fast-paced student-centred environment with frequent interruptions. Work requires focus and concentration but is usually performed in a private office.
- **Working Environment:** Environment is predominantly office-based, regular working hours, occasional evening/weekend work. There are multiple and/or tight deadlines beyond one's control. Work volume varies at different times of the year. Possible exposure to difficult situations and interactions with individuals who are upset, in crisis or experiencing significant stress.