**PRIMARY PURPOSE:**
This position is primarily responsible for the administrative structure and daily student advising of the undergraduate programs in the School of Planning.

**KEY ACCOUNTABILITIES:**

1. **Academic Advising, including but not limited to:**
   - Provides academic advice to Co-op Planning students, potential transfer students, and exchange students regarding their individual course and program/plan selection and career goals (enrollment, plan modification and academic progression);
   - Approves course exemptions and waivers to Planning degree requirements;
   - Assists students with preparation of Petitions, Exchanges, Letters of Permission, and Academic/Work Term Sequence changes;
   - Conducts degree checklists, and review of all students nearing graduation to advise students on degree requirements and strategy for completion;
   - Verifies and approves students have met program degree requirements for Convocation.

2. **Student Success Initiatives, including but not limited to:**
   - Identifies students at-risk academically by liaising throughout the term with key course instructors through acquiring and analyzing their mid-term results to develop a plan of action for student success and eligibility for Foundation Term through student interviews;
   - Monitors the academic progression of students identified as at-risk and be ready to further intervene when students are not progressing as anticipated;
   - Independently assesses and confidentially documents student problems and issues. May be the first contact to advising students in crisis. Immediate action may be required to connect students with University resources and/or provide practical assistance.
   - Contacts and interviews conditional standing and required to withdraw students as identified by the end of term academic progression reports and provides academic advice and strategies for success;
   - Assists students through their program and tracks their progress from admission to completion, including monitoring the number of co-op job applications, completion of work terms and Professional Development Modules, English Language Proficiency, and degree requirements;
   - Advises students who are in their Foundation Term and non-degree students who have been required to withdraw and are seeking re-admission;
   - Informs students of all relevant academic deadlines, policies, events, and activities by individual email and newsgroup messages.
3. **Admissions, including but not limited to:**

   - Provides academic advice to prospective students, parents, teachers, guidance counselors, mature and transfer students about admission requirements or status of an application;
   - Approves OSS, Non-OSS, re-admits and internal transfer student admissions to Planning co-op programs;
   - Assesses and authorizes transfer credits from internal and external institutions, and course exemptions and waivers to the Planning degree requirement;
   - Develops customized course sequencing for all readmits and internal transfer students;
   - Reviews and recommends entrance scholarships and awards to incoming students.

4. **Academic Administration, including but not limited to:**

   - Manages the School of Planning undergraduate office, serving as “first-contact” for the faculty, students, and external parties for the School of Planning programs;
   - In conjunction with the Undergraduate Officer, co-ordinates and compiles information to plan and implement changes to related program requirements and course descriptions for the University of Waterloo Undergraduate Course Calendar. Communicates and consults with relevant academic units when necessary regarding the proposed changes;
   - Active member of the Faculty of ENV Undergraduate Studies Committee (Assoc. Dean UG, ENV UG Chairs/Officers, ENV Advisors, Assoc. Registrar, Non-OSS admissions specialist and Co-op Faculty Relations Manager) responsible for review, implementation and optimization of the business practices as they relate to the UG programs in Planning;
   - Participates on Committees and attends meetings (with voting privileges) by providing information, conducting research, developing materials and reports to contribute to discussions and decision-making: School meetings, Undergraduate Operations, ENV Undergraduate Studies Committee, ENV Work Term Report Committee, Advisor meetings;
   - Approves changes to students’ academic standing (Conditional, Required to Withdraw; Foundation Term);
   - Recruits and allocates the undergraduate teaching assistants; authorizes TA payments; reviews teaching evaluations to identify issues;
   - Administers and monitors the submission of all Planning undergraduate grades to the Registrar’s Office;
   - As the Web Content Maintainer, updates and maintains the School’s student advisory materials on the School’s UG website;
   - Compiles, coordinates, and edits UW Calendar changes related to program requirements and course descriptions;
   - Administers work report process: authorizes evaluator payment, collects reports, issues extensions, maintains grades, determine Faculty Work Term Report Award recipient;
   - Administers Senior Honours Essays: advisement to faculty and students of policies and procedures, grades and assessments, essay binding and microfiching, maintenance of database.
   - Implements and updates Academic Advisement Templates for all plans and specializations in Planning;
   - Reviews the proposed course scheduling to proactively identify conflicts and resolve problems; provides enrollment projections and monitors and reports enrollment anomalies;
   - Monitors completion of students' work terms, work reports, Professional Development Modules and degree requirements by maintaining accurate records;
   - Analyzes statistical information relating to admissions to provide vital information for forecasting, reporting purposes, and long-term planning;
   - Participates in, assists with, or attends special events: Fall and March Open Houses, Student Life 101, Induction and Ring Ceremonies, Toronto Alumni Dinner, ENV Graduation Reception, Pragma Conference, and Ontario Professional Planners Institute visits to campus;
Assists other staff in the School as required and may be expected to take on other projects or tasks as assigned by the Director, the UG Officer or the Academic Services Manager.

POSITION REQUIREMENTS:

**Education:** Bachelor’s degree or higher in related field or equivalent education and experience.

**Experience:** Several years’ experience working in an academic environment within student services preferred. Ability to interpret and advise on undergraduate policies and procedures. Excellent organizational, analytical, interpersonal, customer service skills required. Exceptional verbal and written communication skills. Proven ability to handle multiple projects with competing deadlines, prioritize tasks and make decisions under pressure. Excellent human relations skills; proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students.

**Technical:**

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<th>MS Word</th>
<th>Excel</th>
<th>PowerPoint</th>
<th>Other</th>
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<tr>
<td>Intermediate</td>
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**NATURE AND SCOPE:**

**Interpersonal Contacts:**

Internally, obtains, clarifies and discusses information with various departments and programs:

- ENV Assoc. Dean, UG Officers, Faculty, and Advisors
- Registrar’s Office: Assistant Registrar, Records, Admissions
- Co-operative Education
- Student Success Office
- Student Awards and Financial Aid
- Planning Student Association
- Faculty and staff at all levels
- **Marketing and recruitment**

Externally, provides advice and academic information:

- Prospective students, parents
- Exchange students, counterparts, and faculty at foreign universities
- Teachers, guidance counselors
- Alumni
- Building Industry and Land Development Association (BILD)

**Level of Responsibility**

The job has specialized work with minimal supervision and provides guidance to others.

**Decision-Making Authority**

- Authorizes OSS, Non-OSS, re-admits and internal transfer student admissions to Planning co-op programs;
- Approves changes to students’ academic standing (Conditional, Required to Withdraw; Foundation Term);
- Determines appropriate plan of action and level of assistance for students in crisis;
- Assesses and authorizes transfer credits from internal and external institutions, and course exemptions and waivers to the Planning degree requirements;
- Allocates the undergraduate teaching assistants;
- Verifies and approves students have met program degree requirements for Convocation

**Physical and Sensory Demands**

- Minimal demands typical of an administrative position within an office environment

**Working Environment**
Travel: occasional travel required

Working hours: Regular working hours, some evening/weekend work required.

Physical risks: Minimal risk of students reacting negatively to decisions.

Psychological risks:
The incumbent must be sensitive to the needs of dealing with at-risk students that are exposed to stress and pressure that may at times require immediate action. This role involves exposure to irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year).