

Job Description



SG Job Title:	Undergraduate Service Co-ordinator
Department:	Arts Undergraduate Office
Reports To:	Manager, Academic Advising
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	January 2024

Primary Purpose

The Undergraduate Service Co-ordinator acts as the first point of contact for the Arts Undergraduate Office and contributes significantly to an exceptional student service experience by providing initial assistance and advising triage to students seeking academic guidance. The incumbent handles each interaction professionally, effectively, empathetically, and in accordance with the Faculty's and the University's values with regard to student service, equity, diversity, accessibility, inclusion, and anti-racism. The role has primary responsibility for email, telephone, and in-person inquiries, as well as booking academic advising appointments.

This position provides continuity and proactive support to the advising team, including carrying out administrative tasks and projects, student communications and maintaining resource information. The Undergraduate Service Co-ordinator supports AUO operations more broadly and acts as a point of contact internally for academic units and department staff within the Faculty.

Key Accountabilities

Provide a comprehensive range of frontline student-centric support including, but not limited to the following:

- Acts as a welcoming first point of contact for the AUO.
- Triage the nature and complexity of inquiries and determine action to be taken, advising stakeholders as appropriate; clarify information beyond the immediate request.
- Is highly attuned to student needs in order to identify urgent concerns or sensitive matters; maintains student-focused mindset, despite workload demands and challenging interactions with students, parents, and guardians.
- Proactively looks for ways to enhance the student's experience beyond their immediate request by being knowledgeable of additional or alternative options and resources available.
- Interpret and apply regulations, procedures and policies for students e.g. enrollment, transfer, appeal processes, course requisites, admissions.
- Deliver immediate support to students in distress; follow up with appropriate referrals.
- Responds promptly appropriately to all types of inquiries related to undergraduate advising in person, over the telephone, and via email.
- Attains in-depth familiarity with a number of academic and other campus resources in order to act as a key resource and address a wide range of student inquiries:
 - Student groups served by the Arts Undergraduate Office (in-dept understanding of advising portfolios)
 - Undergraduate Calendar: regulations and procedures
 - Faculty of Arts: major/academic plan advisors, program websites, processes and procedures
 - Registrar's Office: schedule of classes, important dates, forms, accommodation procedures, final exam information, convocation.
 - Student Information Systems, related instructions and troubleshooting guides. enrolment procedures
 - Co-op resources
 - Student support resources including: Student Success, Finance (fees and financial aid), international exchange, transferring to Arts

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- Schedules student appointments for each academic advisor and maintains each academic advisor's appointment calendar with high degree of promptness and accuracy.
- Maintains student data in the AUO, including records of student visitors and file transfers.
- Upholds privacy and confidentiality of student information as per Policy 46.
- Participates in training that involves equity, inclusion, diversity, accessibility, and anti-racism.
- Trains new co-op students and other staff members who are responsible for covering the welcome desk.
- Active contributor to advising team meetings: engages in discussion, provides informed recommendations and feedback on service and processes, takes notes, follows up on action items as needed.

Student communications and resources

- Maintains up-to-date web content management training.
- Proactively reviews and updates AUO student support web content for accuracy and clarity.
- Ensure that all information posted or available for distribution to students in all formats is up-to-date.
- In collaboration with the Advising team, contributes to the creation and implementation of student academic communication plans within the scope of the AUO.
- Maintains a strong understanding of student groups served by the AUO to determine academic information relevant to each audience.
- Distributes communications to appropriate audiences, which may include print, mass emails, web pages, and social media.

Provides a comprehensive range of administrative and operational support to the Arts Undergraduate Office (AUO) and members of the department, including but not limited to:

- Periodically carries out the secure disposal of files on behalf of AUO members, utilizing a strong understanding of the University's information management policies and procedures, and maintaining strict confidentiality regarding restricted information.
- Maintains lists of academic advisors and undergraduate co-ordinators in the Faculty of Arts, and AUO staff.
- Maintains membership and access to AUO resources and distribution lists; shares appropriate onboarding information to roles involving activities supported by the AUO (advising, scheduling, curriculum).
- Prepares data and statistical reports as required by Associate Deans, Manager of Academic Advising, or other AUO members;
- Provides administrative and secretarial support for one or more committees, including minute-taking and record retention.
- Assists with space allocation, including provision of furnishings, equipment, renovations, and telephone and computing services for incoming faculty, staff and visitors.
- Reviews and reconcile financial statements as directed.
- Updates key internal resources, reference materials, office procedures.
- Monitors office equipment and supplies, placing orders and service requests as needed.
- Maintains mailboxes; distribute incoming mail; arrange deliveries.
- Maintains the office to ensure it remains in a state appropriate for visitors.
- Organizes departmental events and workshops, other administrative tasks as required.
- Responsible for opening and closing the AUO daily.

**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

- College diploma or undergraduate degree, or equivalent combination of education and experience

Experience

- Administrative experience, in an academic setting preferred
- Experience in front-line customer service environment, triaging inquiries

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- Appointment scheduling experience, preferably in an environment with complex portfolios

Knowledge/Skills/Abilities

- Outstanding interpersonal and client service skills
- Ability to respond with calm and compassion, and de-escalate when clients are in distress
- Demonstrates commitment to principles of inclusivity
- Ability to handle confidential or sensitive information with discretion
- Tact, diplomacy and sound judgment
- High attention to detail and accuracy are essential
- Excellent organizational and time-management skills
- Proven capacity to handle high volume of work and task-switching
- Excellent analytical and critical thinking skills
- Excellent verbal and written communication skills, ability to convey information in a clear, concise, timely and professional manner
- Ability to work independently with minimal supervision
- Initiative to problem-solve resourcefully and engage in continuous process improvement
- Familiarity with Arts Faculty structures, academic departments and programs, and in particular knowledge of policies and procedures relating to undergraduate students an asset
- Experience with virtual meeting platforms (e.g. MS Teams)
- Intermediate experience with MS Office suite
- Experience with student information systems or client databases an asset

Nature and Scope

- **Contacts:** This position requires communication with internal contacts to obtain, clarify, and discuss information, to receive instructions, and to exchange and/or provide information. Contact groups and individuals include, but are not limited, to:
 - All faculty, staff, and undergraduate students within the Faculty of Arts
 - Undergraduate students looking to transfer to the Faculty of Arts
 - Undergraduate students studying at UWaterloo on exchange
 - Registrar's Office, records team
 - AUO and Dean of Arts staff
 - Waterloo International
 - International exchange reps in other faculties
 - Central Stores
 - Finance
 - Plant OperationsExternally, interacts, clarifies, and discusses information with parents, and service providers.
- **Level of Responsibility:** The job has specialized work with minimal supervision. Exercises judgement and discretion with regard to confidentiality of information.
- **Decision-Making Authority:** Makes decisions about advice given to students; refers students to others when appropriate. Makes decisions on timelines in regards to daily tasks.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within a shared office environment.
- **Working Environment:** May experience exposure to disagreeable conditions typical of working with people in distress; normal stress and pressure associated with customer service positions. There may occasionally be multiple and/or tight deadlines beyond one's control. Deprivation caused by constant interruptions. Work volume varies at different times of year.