

Job Description

Job Title:	Undergraduate Coordinator
Department:	Math Undergraduate Office
Reports To:	Student Services Manager
Jobs Reporting:	None
Salary Grade:	USG 5/6
Effective Date:	August 2020

Primary Purpose

Accountable to the Student Services Manager for front line student support and triage, enrollment activities, and administrative support of the course teaching activities of the Faculty. The position holds increasing levels of responsibility for the delivery of all activities, depending on the level of technical know-how and the competencies developed related to client service, leadership, and problem solving. Responsibilities range from entry level student records knowledge to a leadership role, leading process and projects while resolving more complex problems.

Key Accountabilities

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

- Triage the nature and complexity of inquiries and determine action to be taken, advising stakeholders as appropriate; probe for information beyond the immediate request
- Interpret and apply regulations, procedures and policies for students e.g. enrollment, transfer, appeal processes, course requisites, admissions;
- Communicate decisions made by others or by policy, including denials
- Deliver immediate support to students in distress; follow up with appropriate referrals
- Distribute communications to appropriate audiences, which may include print, mass emails, web pages, and social media
- Ensure that all information posted or available for distribution to students is up-to-date;
- Respond to inquiries related to undergraduate teaching in person, over the telephone, and via email or other electronic means, scheduling referrals as necessary;

Lead, execute, monitor and document one or more Projects associated with the MUO, including but not limited to the following:

- Applications and admissions for programs, e.g. co-op admissions
- Examination scheduling and proctoring
- Assign Teaching Assistant duties
- Hire, assign and manage undergrad Teaching Assistants
- Grade submissions, grade revisions, and INC processes
- Dean's Honours List
- Course Evaluations
- Textbook ordering
- Tutorial Centre scheduling and administrative support
- Meetings and Special Events e.g. advisor meetings, orientation lunch, awards dinners, onboarding events, exchange events

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Timetabling activities including, but not limited to the following activities:

- Serve as the Math timetable representative, liaising with other reps (in Math and across the University) to assure course availability, adequate reserves and conflict free schedules in over 200 course sections.
- Ensure that courses offered for new incoming students, in all terms, allow for conflict free timetables for core math and non-math courses.
- Monitor the Schedule of Classes, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts; solves problems and recommends solutions to the Office Manager and Associate Dean as appropriate.
- Maintain waiting lists, adjusting course capacities as necessary.
- Create course enrolment blocks for specific groups of students as needed.
- Communicate with instructors regarding timetabling decisions, including preference denials
- Backup support for department timetabling

Perform course enrolment activities including, but not limited to:

- Respond to inquiries about course selections and enrolment
- Enroll students, including block enrollment, transfers, overrides, requisite checks, enrolment problems, and removals
- Transfer students from/to advanced courses
- Make course enrolment adjustments as needed, for example, with transfer credit information from the Registrar's Office.
- Run system reports to identify coding and requisite issues, and correct the errors
- Run system reports to block enroll or remove students based on specified criteria

Provide administrative support for the office including but not limited to the following:

- Prepare reports from student data as requested by Associate/Assistant Deans or other members within the MUO or Faculty;
- Provide assistance to Lecturers and sessional instructors, related to assignment/exam preparation, distribution and collection;
- Provide administrative and secretarial support for one or more committees, including minute-taking and record retention
- Organize meetings and events including speaker invitations, travel arrangements, bookings, preparing advertisements, audio-visual equipment, and ordering refreshments
- Assist the Director with space allocation, including provision of furnishings, equipment, renovations, and telephone and computing services for incoming faculty, staff and visitors
- Review and reconcile financial statements as directed;
- Manage travel arrangements and reimbursements for faculty and other staff;
- Explain processes and monitor timelines for instructors e.g. records, illness, grade submissions, Odyssey, Crowdmark etc;
- Manage workflows of documents (paper and electronic) between the office and other University departments;
- Maintain student records associated with various aspects of the student's career (e.g., plan modification, internal transfer, petition, illness) in accordance with established records management and retention policies;
- Train co-op students and other staff members who are responsible for covering reception.
- Monitor office equipment and supplies, placing orders and service requests as needed
- Maintain mailboxes; distribute incoming mail; arrange deliveries
- Maintain the office to ensure it remains in a state appropriate for visitors.

Required Qualifications

Education <ul style="list-style-type: none">• College diploma or undergraduate degree, or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• Experience working in academic environment with faculty members and students• 1-2 years experience in front-line customer service environment• Event management experience• Experience working in a shared-task environment• Experience with reporting and preliminary analysis
Knowledge/Skills/Abilities <p>Client Service</p> <ul style="list-style-type: none">• Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude.• Ability to meet and communicate service standards, and track client satisfaction• Ability to deliver denial messages to customers on a regular basis• Ability to provide crisis support to customers <p>Teamwork and Relationship Building</p> <ul style="list-style-type: none">• Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.• Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts <p>Communication</p> <ul style="list-style-type: none">• Proven business-appropriate oral and written communications skills• Use multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail).• Maintains confidentiality and demonstrates a sensitivity to diversity <p>Managing Change</p> <ul style="list-style-type: none">• Able to adapt to change and champion change efforts• Demonstrated ability to foresee impact of change and determine what adjustments may be necessary• Demonstrated ability to use technological solutions to improve processes and communication. <p>Problem Solving</p> <ul style="list-style-type: none">• Able to approach a complex task by breaking it down into component parts, and to use technology to assist breakdown and tracking• Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge• Well-developed analytic and research skills <p>Planning and Organization</p> <ul style="list-style-type: none">• Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.• Ability to make reasonable estimates of resource needs to complete projects.• Uses sound methods to plan, track and report work. <p>Technical</p> <ul style="list-style-type: none">• Excel and Word Basic• Filemaker Pro basic• Mass email systems• Social media systems

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Nature and Scope

- **Contacts:** Requires communication with internal contacts to obtain, clarify and discuss information. At higher levels of career path, interaction with contacts will include negotiation of objectives. Significant internal contacts include: faculty staff and students; Associate Chairs; Registrar's Office; Scheduling Office; CECA; Counselling Services; AccessAbility; MFCF. External contacts may include potential incoming students and their parents.
- **Level of Responsibility:** This job has specialized work with minimal supervision. Level of responsibility varies according to levels associated with Career Path
- **Decision-Making Authority:** Varies according to levels associated with Career Path
- **Physical and Sensory Demands:** No significant physical demands.
- **Working Environment:** Work in open office environment with frequent interruptions; exposure to disagreeable conditions of frontline support work. Occasional work outside of regular work hours for events. Busy work periods during peak times at beginning of term.