Job Description

<table>
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<tr>
<th>Job Title:</th>
<th>Manager – Academic Advising</th>
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<tr>
<td>Department:</td>
<td>Arts Undergraduate Office</td>
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<td>Reports To:</td>
<td>Associate Dean, Undergraduate Students (Faculty of Arts)</td>
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<tr>
<td>Jobs Reporting:</td>
<td>Academic Advisors (5)</td>
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<tr>
<td>Salary Grade:</td>
<td>12</td>
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<td>Effective Date:</td>
<td>January 2020</td>
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**Primary Purpose**
To provide direction and implementation of academic support services for Faculty of Arts students and lead academic advisement for Arts learners (concurrent degrees), to provide consultation and support for areas of policy and practice in the Faculty of Arts regarding undergraduate curricular change, and to liaise with undergraduate student advisors and other university staff in support of Arts learners, academic requirements, and resource specifications.

**Key Accountabilities**

**Manager – Academic Advising Function:** The incumbent manages/leads all undergraduate academic advising processes within the Arts Undergraduate Office and the Faculty of Arts as a whole, and is responsible for developing training processes for all academic advisors (staff and faculty) in Arts.

- Maintains in-depth and current knowledge of Arts’ undergraduate curriculum and academic requirements for all programs; of Arts’ admissions regulations and practices; of the areas of expertise related to concurrent degrees; of the University policies and Faculty regulations of particular relevance to student issues; and the sources of support and help that are available to students, both within and outside the University.
- Works closely with the Academic Officer and Records Supervisor for Arts on academic progression and the determination of academic standing decisions for Honours Arts students; also, in conjunction with the Records Supervisor for Arts, assists and advises Departmental Academic Advisors in Arts on issues relating to academic progression.
- Provides support in undergraduate matters for the Faculty of Arts as a whole.
- Develops guidelines and proposes new advising initiatives for increased advising efficiency in the AUO, including cross-training of AUO advisors.
- Creates and maintains training protocols and practices for new and existing academic advisors on advising topics such as Plan Modification Forms, Student Petitions, etc.
- Provides overall strategic direction for all aspects of web advising, such as FAQs, triage, and forums.
- Develops and creates new Faculty regulations and proposes changes to existing Faculty regulations.
- Leads the advising portion of the Associate Dean’s annual Undergraduate Officer’s workshop.
- Acting as the Arts International Exchange Co-ordinator, works with Waterloo International, Records Supervisor for Arts, and other Faculty Exchange Coordinators to offer information and guidance to student participants on Exchange opportunities as well as to ensure appropriate course selection (incoming exchange students) and transfer credit application (outgoing exchange students).

**AUO Staff Supervision**
- Hires, trains, and supervises the AUO’s advising team staff members.
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- Provides general direction and oversight for new student orientation activities and responsible roles.

### Admissions:
The incumbent, in conjunction with Admissions Officers for Arts, is the primary undergraduate Admitting Officer of the Arts Faculty as a whole and acts as Admitting Officer for all undergraduate applicants (domestic and international) to the Faculty of Arts overseeing the assessment of transfer credits for such admitted applicants.

- Holds voting membership on and provides support to the Arts Faculty Admissions Committee.
- Ensures consistency in the interpretation of academic records and assessment of transfer credit(s) for admitted students who have had previous post-secondary experience.
- Provides support in other categories of applicant assessment, both on-campus and online.
- Makes readmission decisions, including course selection approvals, course selection QUEST entries, Academic Advice Service Indicator additions and removals, students tracking, academic progression decision making, and average clearing.
- Provides advice and information to the Faculty and its Admissions Committee on associated matters.
- Represents the Faculty of Arts at recruitment events: Ontario Universities’ Fair, Fall Open House, March Break Open House, and You@Waterloo Day, to provide program/plan information and admission requirements and recruitment support.

### Committees/Meetings:
- Contributes and votes on matters considered by the Arts Examinations and Standings (E&S) Committee (which vets all Arts student petitions), the Arts Undergraduate Affairs Group (UGAG, which vets undergraduate curricular plans, rules, and regulations), the Arts Regulations Committee (which reviews existing, and creates new, regulations pertaining to undergraduate students), and the New Student Transition Working Group (which oversees first-year student transition programming).
- Chairs regular meetings of the AUO’s academic advising team to discuss consistent application of regulations and procedures and advance seamless support to students in the Faculty of Arts.

### Special Projects:
- Serves as a Faculty of Arts representative at university meetings dealing with policies and procedures and implementation of new systems related to undergraduate student service (e.g., Student Information System Project, Online Advising Tool).
- In conjunction with the Associate Deans and Administrative Manager, maintains the advising portion of the Arts Undergraduate Officer’s Handbook.
- Co-ordinates and participates in the post-offer course selection and transition initiatives scheduled for new Arts entrants in June and July.
- Provides general oversight and direction for new student orientation activities

### Student Advising:
The incumbent is responsible for supporting students pursuing concurrent degrees with the Faculty of Arts, with their academic advising issues.

- Maintains appropriate contact and communication with those offices and entities elsewhere in the Faculty, in the University, and in the outer community that are particularly relevant to the areas of his/her own responsibilities.
- Provides assistance to students in the preparation of petitions.
- Speciality: Concurrent Degrees
  - Provides academic advising on course/program selection and changes, degree requirements, preregistration, and all academic issues for students considering or pursuing an Arts BA concurrently, from declaration to graduation.
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- Co-ordinates the academic progression and advisement for the concurrent degree cohort. This responsibility includes assessing students’ academic standing and completion of course requirements; and generating appropriate comments and decision codes for the Office of the Registrar.

*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**

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<th>Education</th>
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<td>• Bachelor’s Degree or higher.</td>
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<th>Experience</th>
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<td>• 5-10 years of undergraduate academic advising and familiarity with university rules and regulations.</td>
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<td>• Strong managerial experience and leadership skills dealing with diverse teams and situations</td>
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<th>Knowledge/Skills/Abilities</th>
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<td>• Proficient with MS Office products including Word and Excel</td>
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<td>• Strong communication skills (written and oral) are required, including clarity, diplomacy, and tact.</td>
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<td>• Ability to work independently, with minimal direction, and as part of a team.</td>
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<td>• Effective organizational, research, strategic thinking, analytical and problem-solving skills</td>
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<td>Knowledge of UW academic programs and curriculum processes; Arts program knowledge preferred</td>
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**Nature and Scope**

- **Contacts:** Arts Undergraduate Office personnel; Registrar’s Office; Undergraduate Officers in the Faculty of Arts; Office of the Dean of Arts; Office of the Associate Dean of Arts, Co-op and Special Programs; Arts department staff; Waterloo International; Other uWaterloo Faculty Undergraduate Offices and advisors.
- **Level of Responsibility:** The position is responsible for managing staff, advising students, and managing curriculum and policy change. Self-initiated, detail-oriented, strategic thinking is required. Excellent time-management skills.
- **Decision-Making Authority:** Makes independent decisions in the deployment of academic support services in the Arts Undergraduate Office. Responsible for hiring, training, and supervising staff, making admission and academic progression decisions, organizing and managing academic services for Arts students. Responsible for monitoring university and faculty policy and implementing changes as they arise. Refers matters to Associate Deans when necessary.
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment.
- **Working Environment:** Exposure to conditions typical of office work and meetings; expectation of periodic travel within Ontario annually. Minimal exposure to disagreeable conditions typical of a supervisory position and one where it is necessary to convey negative or unwelcome information to students. May experience exposure to disagreeable conditions typical of working with people in distress. 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.