

Job Description

Job Title:	Graduate Program Administrator
Department:	Physics and Astronomy
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	March 2019

Primary Purpose

The Graduate Program Administrator, is responsible for management and delivery of services designed to enhance, promote and advance Physics and Astronomy's graduate programs. The Administrator is responsible for strategic marketing and communications to attract and retain top quality graduate students, including creating relevant web and print content. The role is also responsible for engaging and facilitating faculty, staff, students, and alumni in their roles relevant to graduate recruitment. The incumbent conducts research and analysis to inform Department strategy and tactics that will distinguish and clearly position Waterloo Physics and Astronomy graduate studies. The Graduate Program Administrator advises the Associate Chair, Graduate studies, enforces graduate program policy, and oversees the operation of the graduate studies program.

Key Accountabilities

Strategic Management

- Provides strategic oversight and leadership for the graduate program in Physics and Astronomy, including working with directors and graduate administrators at University of Guelph, IQC and PI
- Provides research analysis to the Program Director, Associate Chair and Graduate Officer in support of P&A strategic priorities
- Develops critical administrative systems and processes, updating, refining and streamlining as necessary
- Manages the workload balance between the Graduate Program Administrator and Graduate Studies Coordinator
- Oversees activities of, and serves as consultant on the Physics and Astronomy graduate studies committees
- Manages and develops Graduate Student Exit Survey and key performance indicators to develop retention strategies

Financial Management

- Manages and allocates graduate funding to all Physics and Astronomy graduate students, encompassing faculty funding packages, teaching assistantships and student buy-outs
- With support from the Financial Officer, ensures that faculty members have the financial resources to accept and support graduate students for the duration of their degree program
- Provides strategic advice to ensure student financial support is effectively used to recruit the best students
- Manages recruitment budgets for internal and external events and visitors

- Remains current on University Policy, procedures and granting agency requirements, attends annual training sessions
- Completes submissions for recruitment-related expenses using the University's online expense system ensuring compliance with all UW financial policies and procedures

Recruitment, Admissions and Communications

- Manages and develops departmental systems for the graduate admissions process
- Prepares offers of admissions for all faculty members related to the Physics and Astronomy program (Perimeter Institute and cross appointments), ensuring all University and Faculty requirements are met and funding packages are correct
- Advises Director/Associate Chair of inadmissible applicants
- Handles all departmental correspondence with prospective students, visitors, and applicants; including Visa and immigration enquiries
- Evaluates and assesses enrolment targets, tracks acceptances and enrolment of graduate students
- Plans and represents the department at external graduate student recruitment events, both locally and internationally
- Coordinates internal recruitment events for both bodies of students and faculty; i.e. Poster Session, Information Night, Distinguished Lecturer Series (twice annually)
- Develops protocols and procedures related to recruitment visits
- Coordinates travel/accommodation logistics and detailed meeting schedules for visitors with multiple faculty
- Manages and creates graduate program web content and recruitment print materials

Program Administration

- Provides leadership, sets goals, team agendas and problem solving support for the Graduate program team
- Sets departmental expectations and ensures faculty members are up to date on policies and procedures
- Manages a portfolio of student-related functions from orientation to graduation, including, but not limited to, academic advising, student funding packages, petitions, qualifying exams, and dissertation defenses
- Manages the implementation of departmental databases
- Acts as resource person regarding policies and procedures governing the graduate programs
- Manages, coordinates, and administers the operations of graduate academic advising services
- Identifies and proposes potential applicants for external and entrance graduate scholarships
- Analyzes and interprets student and program data to provide statistics and reports e.g. time to degree completion
- Ensures the Graduate Calendar is up to date and reflects academic standards/requirements and procedures
- Responsible for ensuring the accuracy, integrity, and security of all Physics and Astronomy graduate student records
- Maintains Graduate handbook, Teaching Assistant Guide and Supervisor Guide
- Manages graduate student course scheduling, inputs into the DCU

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- Facilitates graduate course scheduling and exams in coordination with the University of Guelph
- Manages departmental activities that promote student success and alumni engagement
- Serves as liaison with the Physics and Astronomy Graduate Student Association to build student engagement
- Schedules graduate meetings, books facilities, prepares meeting materials, orders catering and parking permits
- Manages the preparation of the department review

**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

- Completion of an undergraduate degree required
- A combination of equivalent education and experience will be considered.

Experience

- 3 years of progressively responsible administrative experience, preferably in an academic setting
- Demonstrated experience meeting multiple and concurrent deadlines and managing small and large-scale projects.
- Demonstrated experience working with students, faculty and staff and the ability to handle sensitive and confidential information with discretion.
- Experience with financial management and data collection and analysis

Knowledge/Skills/Abilities

- Familiarity with the processes associated with admissions to graduate programs at Waterloo preferred
- Excellent communication skills, both written and oral
- Proven ability to succeed in a detail-oriented environment with a high level of initiative and flexibility
- Excellent problem solving abilities and good judgment
- Excellent analytical and organization skills
- Proven ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes of work.
- Proven ability to deal with confidential issues, and to interact professionally and effectively with graduate students, faculty and Graduate Officers
- Advanced skill level with Microsoft Office including Word, Excel and PowerPoint.
- Intermediate skill level with OnBase, Quest, LEARN and web content management software. Familiarity with SharePoint an asset
- Ability to multitask and work with frequent interruptions

Nature and Scope

- **Contacts:** This position interacts regularly with Associate Chairs and administrative staff in the Department of Physics and Astronomy, Institute for Quantum Computing, the Perimeter Institute, and the University of Guelph, the Faculty of Science, as well as the University Graduate Studies and Postdoctoral Affairs Office, Student Awards and Financial Assistance, Student Success Office, Waterloo International, Human Resources, and Finance. The Administrator is responsible for developing and maintaining excellent working relationships with all these areas in order to guide, recommend and influence internal processes related to graduate studies.
- **Level of Responsibility:** This position has specialized work with minimal supervision. This position requires a high degree of knowledge of University policies and procedures as well as the admission and degree requirements. This position is instrumental in leading and implementing new initiatives to meet operational goals.
- **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 Department Chair or Director/Associate Chair, Graduate Studies.
- **Physical and Sensory Demands:** Demands typical of an administrative position with management responsibilities within an office environment. Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. Minimal exposure to disagreeable conditions typical of a supervisory position. Must possess mental fortitude and patience in cross-cultural and inter-personal relations.
- **Working Environment:** Some overtime may be required during peak periods. Busy and noisy office environment. This role involves psychological risk resulting from unavoidable exposure to disagreeable situations and deals with people who are upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Responds to high volume of competing demands and people with varying needs. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation.