

## Job Description

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<b>Job Title:</b>	Administrative Coordinator, Graduate Studies
<b>Department:</b>	Psychology
<b>Reports To:</b>	Program Manager
<b>Jobs Reporting:</b>	ECEC Administrative Assistant
<b>Salary Grade:</b>	6
<b>Effective Date:</b>	July 2017

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### **Primary Purpose**

This position is responsible for overseeing and providing administrative support throughout a student's progression through the academic program, including the application, admittance, scholarships and graduation processes. The incumbent works in partnership with the Associate Chair of Graduate Studies and the Program Manager, and is responsible for directing the workload of a part-time assistant in the areas of application, scholarship processes and PhD defenses.

### **Key Accountabilities**

#### **Administration**

- Administer and monitor six diverse academic graduate studies programs within the Department which includes MA, MASc and PhD students. Administer admission procedures for each of these individual programs from acceptance, registration and convocation. Responsible for tracking each area program, each having different criteria for admissions, course requirements and thesis requirements; monitor program and course changes so students continue on the correct academic path and essential requirements.
- Provide administrative support and direction for the day-to-day, term-to-term and year-to-year academic cycles guiding graduate programs, UW, Faculty of Arts and departmental policies and procedures and long-term planning; collaborate with Associate Chair for Graduate Studies, Department Chair, Program Manager and Administrative Officer with planning, statistics and analysis of short and long-term goals.
- Consult and advise the Associate Chair and Area Heads regarding standard graduate program practices, administration by way of Graduate Studies and Post-doctoral Affairs (GSPA) office and UW policies and procedures related to graduate studies
- Consult with Associate Chair, Chair and Program Manager regarding research, advice and general project support related to academic decision-making process and required professional and provincial evaluations
- Provide necessary research and data collection and prepare statistical reports as requested by the Chair of the Department, the Associate Chair of Graduate Studies, the Faculty of Arts and the University Graduate Studies and Post-doctoral Affairs Office (GSPA). Statistics relate to the Official Student Government Count and MACRO Indicator from the GSPA as well as standard University review documents and preparation of all new program documentation for government approvals.
- Track student-based information pertaining to academic marks, previous scholarship information, academic term, in order to produce lists of eligible and ineligible candidates to award UW Internal Scholarships; must ensure awards are given to deserving candidates
- Coordinate revisions and submissions of departmental material for the University Graduate Calendar using the UW electronic system; monitor new course offerings to ensure correct information is provided.

- Monitor and review all individual grade reports. Report any problems to the Associate Chair for possible disciplinary action. Must ensure students adhere to departmental guidelines pertaining to incomplete or failed courses
- Responsible for web page editing of graduate programs information using WCMS; member of department Web Committee.
- Coordinate departmental graduate publications as required.

### **Student Advisement**

- Act as the central resource for all registered students regarding graduate policies, procedures and academic processes. Assist and advise students with guidelines, deadlines, changes, milestones, requirements, convocation, etc. as they progress through their individual programs, in accordance with University policies and procedures. Verify requirements are met.
- Provide assistance to graduate students in core areas such as graduate policies and procedures, deadlines, and issues relating to their individual program requirements. The Graduate Program Assistant tracks each student program.
- Provide information and assistance to graduate students with regard to issues relating to degree requirements, calendar changes and university policies and procedures.
- Responsible for maintaining accurate student records using UW electronic student information system; receive and update GSPA reporting documents throughout academic calendar of milestones.
- Maintain departmental grad student database and hardcopy student record files as additional documentation for decision-making and reporting to department and GSPA; monitor and advise regarding data base design requirements and reporting systems changes
- Advise existing students with financial matters, difficult living arrangements, and difficult working relationships within the university environment. The students will be guided for appropriate action for the above mentioned problem areas, using UW and Arts, GSPA, as well as Counselling Services guidelines. This activity may include personal as well as academic matters and the incumbent is required to maintain confidentiality and keep updated with appropriate ethics and legal aspects of institutional policies.
- Monitor registration of on-and off-campus students and verify that each student has registered by count date.
- Alerting students to details related to completion of their program.
- Course Change guidance for students who wish to add, delete or change a course during any given term, monitor the course add/drop deadlines to assist students in this decision.
- Thesis guidelines and submission, convocation requirements includes monitoring thesis submission deadlines and advising students about required deadlines for submission in order to meet convocation dates. Monitor schedules and UW policies regarding PhD thesis submission, and ensuring students adhere to strict guidelines timetable.
- Responsible for final review of each file of potential convocating students to ensure all requirements have been met for completion of program.

### **Admissions**

- Provide general guidance regarding the application process for domestic and international students. Act as the first point-of-contact for enquires regarding Psych graduate programs, maintaining correct and timely information using efficient communication systems. As the “face” and “voice” of our graduate program, this position must maintain a high level of professionalism and knowledge to handle the volume and complexity of inquiries.
- Respond to written, e-mail, telephone and in-person inquiries pertaining to the graduate programs offered by the Department and to provide effective liaison between the Department and other academic departments, internal and external as well as government and industry granting agencies.

- Ensure all admission requirements (GPA, GRE, complete transcripts, TOEFL, Record of Landing, etc) are complete for accepted applicants. Notify and follow up with applicants regarding missing information. Prepare all acceptance letters, calculate admission averages, and then complete the recommendations for acceptance, obtaining appropriate signatures before submission to the Associate Dean of Arts' Office.
- Responsible for the creation and maintenance of graduate admission files including annual circulation of approximately 300 applications and required feedback from faculty members.
- In consultation with the Associate Chair, prepare and send letters of rejection to applicants not accepted into graduate program.
- Assist with the creation and presentation of annual graduate orientation workshop, and associated programs such as BigSib and manual created by the department and the Graduate Association of Students in Psychology (GASP).

### **Financial**

- Prepare annual Teaching Assistant budget and scholarship needs based on estimated new students and continuing students within program which normally requires approximately 160 assignments each year. The process involves determining the funding levels of each student (i.e., externally funded), while honouring financial commitment as set out in offer.
- Forecasting and projecting numbers of graduate students with external funding along with the numbers of undergraduate students enrolled in u/g courses has to be taken into account when preparing TA budget.
- Assign Teaching Assignments each term; enter payroll information into PeopleSoft; initiate TA evaluations
- Administer and maintain budgets for Graduate Scholarships, President's Graduate Scholarship; maintain accurate financial records of commitments and disbursements of the Department's allocation of various intra-university scholarship monies, including UW Scholarship, UW Entrance and Merit scholarships.
- Process GRA and GRS payments

### **Scholarship Co-ordination**

- Update yearly information for the departmental website pertaining to CIHR, NSERC, OGS and SSHRC scholarships and ensure the information is posted to the website.
- As departmental Scholarship Coordinator, organize and administer application process for Federal and Provincial Scholarships of approximately 125 annual applicants
- Provide scholarship information to applicants by holding annual scholarship orientation sessions in September of each academic year
- Review each student application for CIHR, NSERC, OGS and SSHRC to ensure that all applicants have followed the correct guidelines and procedures and to make certain that all proper supporting documentation has been received.
- Order all UW student transcripts, verify that transcripts from other universities have been ordered, check transcripts for accuracy and average each transcript to ensure student's eligibility for the proposed awards.
- Organize completed applications for review by Division Heads and department Graduate Committee
- Prepare and provide the departmental Graduate Affairs Committee with extensive data required for the departmental ranking of scholarship applicants.
- Record results of ranking meetings onto ranking forms of each scholarship competition, obtain final comments from Chair for all applications and then acquire appropriate signatures for said forms.
- Deliver all completed applications along with the summary of comments and ranking forms to the University Graduate Office.

### Required Qualifications

#### **Education**

University degree or equivalent combination of education and experience in an academic setting with particular focus on graduate programs and student advising.

#### **Experience**

Demonstrated excellent administrative, planning and organizational skills with an ability to manage concurrent projects and deadlines within a diverse and fast-paced department; able to develop good team participation leading to innovative planning and solutions.

#### **Knowledge/Skills/Abilities**

- Exceptional interpersonal skills required. Proven skills in diplomacy, tact and judgment in order to interact with academic staff and faculty, students, university personnel and local and international community members.
- Solid leadership and coaching skills to coordinate and direct workload of the ECEC Administrative Assistant in a shared supervisory role.
- Good verbal and written communication abilities and proven ability to interact effectively within a larger department team and a wide range of university colleagues, leading to reasoned planning and decisions.
- Solid knowledge of general policies and procedures guiding graduate programs and on-campus student resources.
- Proven experience with UW student inquiry systems essential; proficiency in using Microsoft Office Suite and WCMS; must possess an aptitude for evolution of computing solutions and continuing education for administrative software.
- Some financial planning skills.

### Nature and Scope

- **Contacts:** This position requires excellent communication, organizational and problem solving skills; the capacity and demeanor to deal professionally with faculty, students and other university administrative staff at the University of Waterloo, as well as other universities and organizations
- **Level of Responsibility:** The incumbent is expected to show initiative and be able to work independently with little supervision as well as in a collaborative team environment. The incumbent will co-supervise the ECEC Administrative Assistant
- **Decision-Making Authority:** The Graduate Coordinator is responsible for monitoring the status of graduate students and bringing escalating issues to the Associate Chair.
- **Physical and Sensory Demands:** Minimal demands typical of an office administrator operating within a team-oriented and multi-project office environment.
- **Working Environment:** Much of the time is spent sitting in an office environment. Regular working hours with infrequent evening/weekends.