

Job Description



Job Title:	Administrative Coordinator and Advisor, Undergraduate Studies
Department:	Economics
Reports To:	Administrative Manager
Jobs Reporting:	none
Salary Grade:	USG 6
Effective Date:	November 2020

Primary Purpose

The Undergraduate Coordinator and Advisor advises Economics undergraduate students, including international and 2+2 students. This position is also responsible for effective administration of the Economics undergraduate programs and for enhancing student success through appropriate advisement and support.

Key Accountabilities

<p>Advises undergraduate students in Economics, both majors and enrollees from all UW Faculties, in consultation with the Associate Chair Undergraduate (UG) Studies as appropriate:</p> <ul style="list-style-type: none">• Advises students about course and program/plan selection; approves student permissions, including course overrides, plan modifications, and co-op sequence changes;• Advises students with unusual or complex questions, or with questions about academic content as appropriate; assists with Academic Progression reports and Recommendations to Graduate;• Assists with petitions, student grades and academic appeals;• Refers students to on-campus resources as appropriate;• Consults with advisors in other academic units regarding students of mutual interest;• Monitors enrolment reserves, enrolment capacity, and student course override requests for Economics courses; develops reserves for specific courses as needed.
<p>Supports Economics' international students in the 2+2 program and other special programs:</p> <ul style="list-style-type: none">• Advises international students on matters such as transfer credits and required courses, liaising with the 2+2 program coordinator and the Arts Undergraduate Office as appropriate;• Promotes resources to international students to help enrich their academic and social experience at UW;• Enhances communication to current and prospective students using the web, email and other media as appropriate;• Recruits economics undergraduate students, including members of the student society, as event volunteers and student mentors for the 2+2 program;• Collaborates with relevant personnel in Arts and in other faculties to share program knowledge and plan joint Faculty 2+2 events.
<p>Coordinates service teaching for other UW Faculties, including the following:</p> <ul style="list-style-type: none">• Collaborates with academic units to facilitate course scheduling, including course sections, time slots, and block enrollments;• Sets and monitors course reserves in consultation with other academic units;• Liaises with advisors in other academic units to ensure awareness of course curriculum changes that may affect plans in and beyond Economics.

Job Description



Serves as the department timetable representative for the UG program:

- Collects and summarizes department teaching constraints for the Chair's approval; submits the departmental timetable for undergraduate courses each term in consultation with the Chair;
- Determines course reserve and section needs; resolves scheduling issues affecting enrolment;
- Identifies potential course conflicts within the Economics department and with other faculties;
- Reviews final undergraduate course schedule for accuracy and meeting department needs;
- Co-ordinates exam schedules and proctoring requirements with the Registrar's Office each term.

May assist the department calendar representative for the UG program in consultation with the Associate Chair, UG Studies:

- Communicates and consults with other academic units to solicit feedback about proposed changes;
- Compiles course and program changes for submission to the Undergraduate Calendar;
- Prepares submissions for the UG Affairs Group;
- Reviews all Economics content in the UG Calendar prior to publication.

Assists with Economics undergraduate student engagement:

- Maintains active communication with students using a range of communication modalities;
- Updates the Economics UG website and performs regular web maintenance;
- Participates in planning various student-focused departmental events;
- Provides advice and support to members of the Economics Undergraduate Student Society as needed;
- Organizes alumni events in co-operation with Arts Advancement where required;
- Assists the Associate Chair UG Studies with nominations and final selections for departmental awards.

Provides general administrative support including the following:

- Identifies problems in UG program administration and recommends improvements to the Chair and Associate Chair as appropriate;
- Prepares data and statistical reports as required for the Chair and Associate Chair, drawing on departmental, Faculty, and institutional data;
- Collaborates with the Administrative Manager to provide orientation for new sessional instructors;
- Maintains department records of current students and graduates, including confidential correspondence
- Manages the Incomplete grade agreements process;
- Prepares the agenda for Economics UG Committee meetings with the Associate Chair UG Studies; minutes these meetings;
- Answers faculty questions regarding UG and department policies and procedures;
- Serves as liaison between the department and UW Bookstore/textbook sales representatives.

**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

- Undergraduate degree or equivalent combination of education and experience

Experience

- Administrative experience in an academic environment
- Experience with minute taking, SharePoint and Waterloo Content Management System (WCMS)
- Previous experience using Infosilem, Quest, ASIS, LEARN would be an asset

Job Description



- Leadership experience in event coordination and volunteer management is an asset

Knowledge/Skills/Abilities

- Well-developed organizational, analytical, interpersonal, customer service, and communication skills (oral and written)
- Computer skills including intermediate MS Word, Excel, PowerPoint and Outlook
- Knowledge of Undergraduate University policies
- Aptitude for attention to detail and accuracy are essential
- Proven capacity to handle high volume of requests and to multi-task

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal contacts and external academic institutions to obtain, clarify and discuss information. When dealing with students, the incumbent must be able to present and discuss information and problems, leading to resolution. The position requires sensitivity to the needs of a wide client base, including faculty, co-op students, mature students, students learning online, exchange and other international students, and students registered with Accessibility Services;
- **Level of Responsibility:** The position has specialized work with minimal supervision, provides guidance to others and works closely with another Administrative Coordinator and Advisor, Undergraduate Studies within the department, the Associate Chair UG Studies and the Department Chair.
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, Undergraduate Studies. The position requires active problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.
- **Working Environment:** No travel. Regular working hours with occasional weekend/evening events. Risks, physical and psychological: Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.