

Job Description

Job Title:	Undergraduate Studies Administrative Coordinator
Department:	School of Computer Science
Reports To:	Undergraduate Studies Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	April 2019

Primary Purpose

The Undergraduate Studies Administrative Coordinator (USAC) coordinates HR activities for hiring students, administers research assistant and award programs, manages undergraduate events, assists with undergraduate operations, and provides administrative support to the Undergraduate Studies Directors, Undergraduate Studies Manager, and the Instructional Support Group according to the on-going term-by-term schedule of activities.

Key Accountabilities

Human Resources Administration

Provide administrative support to hiring and management of students for temporary positions with Undergraduate Studies in the School:

- Liaise with WaterlooWorks for co-op hiring such as policies, procedures, and CECA site visits.
- Work with co-op students' supervisors and ensure activities done in time for CECA deadlines such as job descriptions update and post, interviews and result submissions.
- Complete and maintain hiring documents in a database system, and process paperwork for hiring.
- Organize training programs such as preparing orientation packages, scheduling training sessions, inviting guest speakers, and participating in training student employees.
- Arrange computer equipment, email accounts, and course account access for student employees, and monitoring office space used by them.
- Handle students' payroll inquiries and issues.
- Liaise with the Administrative Officer to ensure employment documents adhere to human resources policies and procedures, refer atypical issues

Undergraduate Research and Award Programs

Manage communications, payments and processes of the undergraduate research programs and awards for the School:

- Maintain a repository of undergraduate research programs and awards (such as URA, PRA, NSERC) within the School.
- Communicate availability and procedures of research programs and awards through emails, websites
- Manage applications for the research programs and awards
- Respond to inquiries and provide advice to applicants
- Ensure student payments are processed such as via Workday processes

Undergraduate Operations

- Assign Teaching Assistants (TA) for CS undergraduate courses termly, which includes collaborating with the CS Grad Office for allocating TA resources, dealing with instructors' requests and students' preferences, and mediating conflicting demands
- Coordinate exam organization, which includes midterm exam timetable and room bookings for the School, and assistance for the AccessAbility Service (AAS) exam arrangements and processing
- Maintain CS course content related archives and information repositories such as course notes from non-ISG-supported courses and YouTube videos for advertising upper-year courses; communicate with instructors for updates.
- Performs all course-related room booking requests for the school.
- Maintain a task manual and information pertaining to the incumbent's job.

Event Management

- Organize events related to Undergraduate Students such as the orientation of first year students, upper year information night, and co-op orientations and on-going training sessions term by term
- Take the lead role in the organization of these events: budgeting, organizing volunteers, guest speakers, technology, venue requirements, and dissemination of information to the participants, day of event logistics and troubleshooting.
- Coordinate the School's participation in Faculty and university-wide events such as communicating with Math Faculty event organizer for the new students orientation event
- Communicate information with the CS communication coordinator for promoting the events
- Training and supervising event volunteers
- May assist with recruitment activities when time permits

General Administrative Support for:

- Director and Associate Director of Undergraduate Studies
- Undergraduate Studies Manager
- Instructional Support Coordinators and Assistants
- Sessional instructors

This may include booking rooms, maintaining expenditure records, preparing course handouts and records management of documents pertaining to undergraduate courses including secure document disposal according to University policies

**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

- University degree or equivalent combination of education and experience

Experience

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- 1-3 years of administrative support experience in an academic environment.
- Experience applying University policies and procedures, especially those related to undergraduate studies and cooperative education.
- Experience onboarding new employees
- Experience managing events
- Demonstrated use of sound judgement and problem solving skills to build positive relationships with individuals of varying levels of education and skill.
- Experience with software applications required for the job such as web content management, database, financial and HR systems

Knowledge/Skills/Abilities

- Well-developed organizational, interpersonal and analytical skills and communication skills (written and oral) are required.
- Proven ability to deal with confidential issues and interact tactfully with others.
- Proven ability to maintain a high level of accuracy and attention to detail, and to handle confidential information with discretion.
- Demonstrated ability to work independently and in a team atmosphere in a busy and varied environment with deadlines and changing priorities.
- Technical skills for learning and adapting new software applications when technology evolves

Nature and Scope

- **Contacts:** Director, Associate Director, and Manager of Undergraduate Studies, CS Financial Officer, Administrative Officer, Administrative Supervisor, Instructors, Instructional Support Coordinators and Assistants, as well as CSCF and CS Grad Office staff within the School of Computer Science. Faculty of Math Undergraduate Office, AAS, Extended Learning and Cooperative Education personnel.
- **Level of Responsibility:** This position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others such as undergraduate program and event procedures.
- **Decision-Making Authority:** Make decisions on timelines to meet hiring and event deadlines. Make decisions based on the established rules, policies and procedures for research & award program acceptance and teaching assistant course allocations.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions typical of a client service position.
- **Working Environment:** Regular working hours; typically, evening work would only be for events.