

## Job Description

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<b>Job Title:</b>	Undergraduate Program Manager
<b>Department:</b>	Biology
<b>Reports To:</b>	Administrative Officer and Associate Chair, Undergraduate Studies
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	May 2019

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### **Primary Purpose**

The Undergraduate Program Manager is responsible for the day-to-day administration of the Undergraduate program in the Department of Biology within the University of Waterloo policies and procedures. The incumbent is responsible for course and exam scheduling, academic program support, academic undergraduate student advising and student support, and providing functional direction to the Undergraduate Program Advisor and Department Office Assistant(s). The incumbent is accountable to the Administrative Officer and the Associate Chair, Undergraduate Studies.

### **Key Accountabilities**

#### **Scheduling**

- Develop the undergraduate course timetable for biology programs including classroom assignments and teaching lab schedules according to Registrar guidelines
- Collect and maintain data on scheduling constraints, build course combinations and manage accordingly
- Oversee the scheduling of midterm and lab exams. (i.e., potential conflicts, etc.) and maintain and coordinate schedule of midterms (Sci-calendar)
- Coordinate the final examination schedule with The Faculty of Science Undergraduate Office
- Represent Biology and the Faculty of Science on each of the University Timetabling Committee and the provost Advisory Committee meetings for University Timetabling (PACUT) and report back to the constituent units
- Liase with Registrar's office on an ongoing basis in relation to the construction of the master university timetable
- Monitor and adjust enrolment reserves and capacity for Biology courses in consultation with course instructors and Associate Chair (Undergraduate Studies), as appropriate

#### **Undergraduate Academic Program Support**

- Support undergraduate curriculum revisions
- Calendar Changes
  - Coordinate and compile information related to program requirements and course descriptions for reporting to Undergraduate Curriculum Committee and the Department of Biology
  - Communicate and consult with Associate Chair (Undergraduate Studies) to facilitate coordination among relevant academic units
  - Update Biology course catalog (e.g., SA Catalog) and program changes (e.g.ACMS)
  - Prepare department submissions for approval by SUSEC
  - Attend and participate in Department Undergraduate Curriculum Committee and Department of Biology meetings
  - Represent Biology at the Science Undergraduate Studies Committee (SUSEC)

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<ul style="list-style-type: none"><li>• Academic Reports<ul style="list-style-type: none"><li>○ Update academic advisement templates</li><li>○ Approve graduation eligibility</li><li>○ Analyze progression reports and make recommendations to the Associate Chair, Undergraduate Studies</li></ul></li><li>• Maintain degree checklists for Biology programs</li><li>• Monitor the submission of Biology undergraduate grades to the Registrar's office and follow-up as appropriate</li></ul>
<b>Student Support:</b> <ul style="list-style-type: none"><li>• Academic advising<ul style="list-style-type: none"><li>○ Solve and provide advice on more complex program and advising related problems as identified by the Undergraduate Office Assistant, Departmental Academic Advisors or Science Undergraduate Office</li><li>○ Provide advice on all Biology programs</li><li>○ Provide advice regarding course and program selections including class enrolment and work-term sequencing</li><li>○ Authorize the transfer of students into Honours Biology, Biomedical Sciences programs, the Biology minor and the Medical Physiology Minor</li><li>○ Provide advice on other university regulations and policies</li><li>○ In consultation with the Associate Chair, (Undergraduate) authorize course substitutions</li><li>○ Provide advice on and authorize the transfer into Joint Honours with Biology programs</li></ul></li><li>• Personal Support<ul style="list-style-type: none"><li>○ Provide 'first-contact' confidential direction to student resources (e.g., Counselling Services, Cooperative Education and Career Action, Accessibility Services)</li><li>○ Attend applicable workshops and training sessions</li></ul></li></ul>
<b>Functional Direction of Undergraduate Program Advisor and Department Office Assistant(s):</b> <ul style="list-style-type: none"><li>• Assign and oversee tasks assigned to the Undergraduate Program Advisor and Office Assistant(s)</li><li>• Train and mentor on processes and/or recommend professional development opportunities</li><li>• Provide feedback to the Administrative Officer for annual performance evaluation(s)</li></ul>
<b>Other Duties:</b> <ul style="list-style-type: none"><li>• Represent the Department of Biology at university recruiting functions (e.g., Ontario University Fair)</li><li>• Compile course and program enrollment data to support department decision-making</li><li>• Perform other duties as assigned by the Chair, Associate Chair, Undergraduate Studies and/or the Administrative Officer</li></ul>

*\*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**

<b>Education</b> <ul style="list-style-type: none"><li>• Bachelor's degree preferably in a science discipline or equivalent education and/or work experience</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3 plus years of administrative experience, preferably in an academic environment</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Competency with a variety of software including word processing, spreadsheets, databases and scheduling and course management software.</li></ul>

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- Demonstrated organizational skills with the ability to prioritize and complete a high volume of work accurately and with superior attention to detail
- Capacity to manage and handle confidential information
- Strong interpersonal and communication (oral and written) skills with excellent judgement
- Ability to build agreement and offer sound advice while meeting the University of Waterloo policies and procedures amongst a diverse stakeholder group
- Proficient with student needs and concerns

### **Nature and Scope**

- **Contacts:** Includes Administrative Officer, Department Chair, Associate Chair, Undergraduate Studies, Faculty of Science Undergraduate Office, Associate Dean of Undergraduate Studies for Science, Academic Advisors for the Department of Biology and Faculty of Science, Registrar's Office, Scheduling Office, Centre for Extended Learning, Centre for Career Action, Counselling services, Miscellaneous external contact including prospective students.
- **Level of Responsibility:** This position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others, including academic advice to students. This position manages a functional process that is highly specialized and of broad impact. Coordination of the academic calendar and scheduling of courses for the Department of Biology and Faculty of Science. The position provides functional direction, guidance and training to the Undergraduate Office Assistant(s).
- **Decision-Making Authority:** Brings scheduling conflicts and other issues to the attention of the Associate Chair, Undergraduate Studies. Provides the Associate Chair, Undergraduate Studies with decision-making support with respect to academic progression and graduation. Makes independent decisions with respect to student advising.
- **Physical and Sensory Demands:** Constant interruptions, attention to detail, accuracy, multiple on-going deadlines. Exposure to a fast-paced service-oriented environment. Repetitive hand/finger movements.
- **Working Environment:** Office environment with low exposure to disagreeable conditions. Minimal exposure to disagreeable conditions typical of an academic advisor and one where it is necessary to convey negative or unwelcome information to students. Interaction with people who are upset, angry or people who have mental health conditions.