

Job Description



Job Title:	Undergraduate Advisor
Department:	David R. Cheriton School of Computer Science
Reports To:	Undergraduate Studies Manager
Jobs Reporting:	None
Salary Grade:	6
Effective Date:	January 19, 2015

Primary Purpose

The Undergraduate Advisor provides academic advice to undergraduate students enrolled in Computer Science courses and provides administrative support for undergraduate operations.

Key Accountabilities

Student Advising

- Advise undergraduate students (from all Faculties and from other universities) regarding program requirements, program changes, plan modifications, enrolment issues, academic deadlines and other issues in accordance with University policies and procedures.
- Independently assess and confidentially document student problems.
- Provide approval for Course Selection, Course Override, Plan Modification and basic Standing and Promotion petition forms.
- Identify and refer complex or unusual student issues or concerns to the lead advisor; assist with investigation and problem-solving as required.
- Maintain and edit undergraduate studies web pages including, but not limited to, course descriptions, plan requirements, advising information, FAQ.
- Communicate undergraduate programs with managers and staff in the SCS Undergraduate Studies Office, numerous personnel from other Faculties and Departments who deal with teaching, recruitment, enrolment or academic records.
- Maintain current knowledge of policies and procedures concerning undergraduate students, academic programs, and document retention.
 - Receive visitors to the Undergraduate Studies Office and help with inquiries.

Administrative Support to Undergraduate Operations

- Manage the reading course and undergraduate thesis course process.
- Take minutes at committee meetings related to Undergraduate Studies.
- Monitor and keep a record of decisions of the UAPC, School Council and University Senate, and inform Director of Undergraduate Studies of status of outstanding items.
- Maintain teaching resource library and process orders for textbooks and reservations of materials held in the DC Library.

Supplies, Equipment and Records Management

- Maintain office reference lists, bulletin boards, and committee files.
- Update and disseminate informational memos, meeting documentation, and student advising materials in collaboration with the lead advisor.
- Complete purchase requisitions approved by the Undergraduate Studies Support Manager.
- Maintain and monitor confidential undergraduate studies records, including secure document disposal according to University policies.
- Maintain a task manual and information pertaining to the incumbent's job.

Other Administrative Duties

- Provide administrative support to lecturers (e.g. expense claims, exam printing, booking rooms, submitting forms).

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- Special assignments related to undergraduate studies and undergraduate recruitment for the School including assistance with various events.
- Provide backup to the Administrative Coordinator for Undergraduate Studies during times of absence.

Required Qualifications

Education

- A university degree or an equivalent combination of post-secondary education and relevant experience. A minor in computer science is an asset.

Experience

- Experience working in a customer service role.
- Specific knowledge and experience in an undergraduate studies advisor role an asset.

Knowledge/Skills/Abilities

- Excellent communications skills.
- Proven ability to listen carefully and respond to complex accounts of customer needs and accurately summarize the information for others.
- Demonstrated ability to take the initiative, and accurately complete detailed work.
- Excellent interpersonal and relationship-building skills with a demonstrated ability to handle faculty, staff and students from around the world with tact and diplomacy.
- Must have the proven ability to exercise sound independent judgement, understand and interpret complex policies, and handle confidential information.
- Able to work independently and as part of a team in a busy office environment with multiple deadlines and conflicting requests.
- Intermediate ability to use computer applications including word processing, database management, spreadsheets and web page editing.

Nature and Scope

- **Contacts:** Staff, Faculty and undergraduate students within the School of Computer Science. School Graduate Studies office. Faculty of Math undergraduate office (MUO) personnel. Registrar's Office, Counselling Services; Faculty Advisors, Bookstore, Davis Centre library, book publishers.
- **Level of Responsibility:** This position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others, mainly academic advice to students. Maintain confidentiality of all materials through the undergraduate studies office.
- **Decision-Making Authority:** Make independent decisions regarding student advice based on the established rules, policies and procedures. Has signing authority for approval of academic program changes, course enrollment and changes. Academic field specific and complex issues involve consultation with the lead advisor.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** No travel required. Regular working hours, atypical evening/weekend work required for events only. Minimal exposure to disagreeable conditions typical of a client service position.