

## Job Description



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<b>Job Title:</b>	Administrative Co-ordinator, Undergraduate Studies
<b>Department:</b>	History
<b>Reports To:</b>	Administrative Assistant
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	July 2017

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### **Primary Purpose**

This position is responsible for administrative support to the History undergraduate programs, and for general support to faculty and sessional instructors in their teaching and professional duties.

### **Key Accountabilities**

**Provide comprehensive administrative support to the History undergraduate programs, including but not limited to the following:**

- Serves as a resource for students and faculty in matters pertaining to undergraduate studies from admission to graduation;
- Provides advice to students regarding program requirements, including relevant policies and procedures, program changes and new specializations;
- Assists students with Letter of Permission and Cross-Registration forms;
- Manages student records, including academic petitions, requests for Letter of Permission, illness forms and other confidential correspondence; maintains current profiles for all History undergraduate students;
- Liaises with CECA regarding co-op requirements and procedures; manages work term reports;
- Oversees distribution of undergraduate course evaluations each term;
- Collects and prepares documentation for History plan curriculum changes for submission to the Arts Undergraduate Affairs Group;
- Serves as the department's Calendar representative; ensures information is correctly displayed in the UG Calendar;
- Assists in organizing key events for the department, including the annual MacKinnon Dinner and the annual Convocation reception.

**Provides administrative support to the Associate Chair, Undergraduate Studies, including but not limited to the following:**

- Investigates administrative issues, particularly those pertaining to student grades and decisions;
- Assists the Associate Chair with a wide range of special projects, including data collection, student tracking, and communication with students.

**Provides course support for instructors and sessional instructors, including but not limited to the following:**

- Manages course materials; ensures materials are printed and supplies are available;
- Provides guidance to sessional instructors, including orientation and guidance on administrative matters;
- Serves as the department's advisor for the university's electronic grade submission system; submits grades and grade revisions;

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- Distributes electronic copies of class lists to instructors as needed;
- Manages department textbook orders;
- Schedules undergraduate and graduate courses;
- Co-ordinates arrangements for midterm examinations; manages midterm and final exam proctor assignments;
- Collects and maintains course syllabi;
- Monitors course enrolments and maintains waiting lists as required.

**Provides administrative support, including but not limited to the following:**

- Creates and maintain department web pages; regularly updates information relating to undergraduate studies;
- Organizes undergraduate and department functions;
- Orders and maintains supplies for the department;
- Co-ordinates room booking requests and special orders as required

### Required Qualifications

#### **Education**

- Undergraduate degree or equivalent education and experience.

#### **Experience**

- Considerable administrative experience in an academic environment with a strong student service focus required
- Experience with scheduling required.

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

- MS Word (Intermediate), Excel (Intermediate), PowerPoint (Basic)
- Some familiarity with Web Content Management systems preferred
- Familiarity with basic social media platforms (Facebook, YouTube, Twitter).
- Aptitude and willingness to learn new software systems
- Well-developed organizational, analytical, customer service, and communication skills (oral and written) are required.
- Proven ability to work independently and as a team member with a high level of initiative in a fast-paced, deadline-driven work environment.
- Strong interpersonal skills and the ability to interact in a positive and supportive manner.
- Must be able to deal efficiently and empathetically with a wide range of student issues and concerns.
- Proven capacity to multi-task and handle a high volume of work with an aptitude for attention to detail and accuracy is essential.
- Working knowledge of UW undergraduate policies and procedures, and campus resources is an asset.

### Nature and Scope

- **Contacts:** External: this position has contact with prospective and current students, invited guest speakers from other universities, and corporate representatives from Xerox, Staples, and local event-

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related businesses, and others as needed. Internally, communicates with all employees in all groups and departments.

- **Level of Responsibility:** The position has defined specialized and routine tasks. The Administrative Co-ordinator receives specific guidance but is expected to perform duties with relative independence thereafter.
- **Decision-Making Authority:** Determining task priority in a multitasking, deadline-oriented environment. Determine student issues to be brought to the Associate Chair for review and discussion. Responsible for all routine admission decisions; consults with the Associate Chair for Undergraduate Studies on the remainder. Signs and approves Override and Plan Modification forms. Manages final exam scheduling; collects grades for timely submission to Registrar's Office. Serves as Department's Calendar Representative (Undergraduate).
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include many simultaneous demands. Some physical lifting and carrying of equipment, supplies, and books.
- **Working Environment:** Office-based, regular working hours. Infrequent weekend events.