

## Job Description

---

<b>Job Title:</b>	Undergraduate Operations Coordinator
<b>Department:</b>	David R. Cheriton School of Computer Science
<b>Reports To:</b>	Undergraduate Studies Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	January 2019

---

### Primary Purpose

The Undergraduate Operations Coordinator (UOC) provides operational support for the Computer Science (CS) undergraduate program in budget, scheduling, and timetabling. The UOC also takes an important role in teaching CS courses and providing instructional support.

### Key Accountabilities

#### **Budgeting**

- Maintains and updates undergraduate teaching arrangement data such as teaching load, teaching assignments, teaching support, sessional instructor information
- Maintains and updates the database tables, spreadsheets or other software applications used to store the above data, which may include collaboration with CSCF for fixing problems with the applications used
- Retrieves, organizes and provides required data for ad-hoc requests or routine reports (e.g. termly teaching balance report), which may include programming or scripting for date manipulation
- Prepares annual teaching budget projections with guidance from the Director and Associate Director of Undergraduate Studies

#### **Scheduling and Timetabling**

- Compiles and submits scheduling data and constraints to the scheduling system InfoSilem
- Verifies the initial schedule and timetables generated from InfoSilem, and reports/resolves problems (if any)
- Liaises with other timetabling representatives (e.g. Software Engineering, Math Undergraduate Office) to monitor adequate reserves and program specific requirements
- Liaises with the Scheduling Office on scheduling matters and serves as the representative of the School in the university-wide scheduling/timetabling meetings

#### **Instructional Support**

- Teaches approximately two CS courses per year with normal instructor duties
- Manages support staff, including hiring, training and supervising Instructional Support Assistants, Instructional Apprentices and Teaching Assistants
- Provides advice to course instructors, especially those who are new to the course or sessionals, regarding course specific practice and university/faculty policies and procedures
- Schedules and coordinates course operation activities, e.g. regular course meetings, exam marking meetings
- Organizes exams, including arranging for exam printing, assigning exam seats and organizing exam proctoring and marking
- Supports grade management, e.g. maintenance, archiving, submission and revision (including INC)

## Job Description



- Coordinates course material arrangement, including course notes printing, assisting with textbook requisition, archiving course materials
- Handles special situations, including discipline cases and exception requests (e.g. illness, exam conflict)

### **Documentation**

- Documents/updates undergraduate operations procedures
- Documents/updates instructional support procedures
- Maintains undergraduate operations sharepoint site and SCS course material archives

*\*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**

- Master's Degree in Computer Science or related discipline

### **Experience**

- University level teaching ability or experience
- Experience with undergraduate policies and procedures
- Supervisory experience
- Experience in recruitment and training of staff would be an asset

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

- Proven interpersonal skills to deal effectively with a wide range of individuals, occasionally in contentious situations
- Demonstrated ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes
- Knowledge of current computer hardware and software applications used for scheduling/timetabling and in undergraduate computer science or engineering environment, e.g:
  - Operating Systems: Mac, Windows, Linux;
  - Programming Languages: DrRacket, C/C++, PHP, SQL;
  - Applications: MS Office, FileMaker Pro, Adobe Acrobat Pro, applications for assignment submission and testing (e.g. Marmoset, MarkUs), scheduling applications (e.g. InfoSilem)
- Intermediate experience with Microsoft Office suite

## **Nature and Scope**

- **Contacts:** Internally communicates with the following to present, discuss information and problems: Faculty Members; Administrative Assistant to the Director; Director and Associate Director for Undergraduate Studies; Undergraduate Studies Support Manager; Undergraduate Studies Administrative Coordinator; Undergraduate Studies Assistant/Advisor; Faculty Advisors (Math and other faculties); Academic Integrity Officer (Math); Associate Deans of Undergraduate Studies; Department of Distance Education; Math Undergraduate Office; Co-operative Education; AccessAbility Services; MFCF/CSCF and IST personnel; Graphics Services; Registrar's Office; and Co-op students. Externally communicates with the following to present, discuss information and problems: Prospective undergraduate students; and various book publishers.

## Job Description

---



- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others. The job includes responsibility for oversight of temporary staff including co-op students, graduate instructional apprentices, and teaching assistants.
- **Decision-Making Authority:** The role prioritizes for scheduling/timetabling, determines needs for supporting course delivery, and determines approaches to take to coordinate administrative aspects of running a course. The job makes hiring decisions about co-op students and duty assignment decisions. The role also coordinates responses to non-routine situations, such as students' complaints and conflicts among team members, and determines if an identified case contains sufficient information and should be reported to the Faculty authority for an academic dishonesty penalty.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Regular exposure to computer hardware.
- **Working Environment:** Occasional travel required for professional development. Regular working hours, some evening/weekend work required. No significant physical risks. Minimal exposure to disagreeable conditions typical of a supervisory position. Minimal exposure to disagreeable conditions typical of a client service position and one where it is necessary to convey negative information to students for a disciplinary action or course grade. Deprivation may be caused by lack of privacy and constant interruptions.