

Job Description

Job Title:	Administrative Coordinator, Graduate Studies
Department:	Systems Design Engineering, (SYDE)
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	May 8, 2019

Primary Purpose

The Administrative Coordinator, Graduate Studies, is responsible for all activities related to SYDE's graduate programs and admissions (MAsc, MEng and PhD) and is the first point of contact for prospective students. The incumbent must be knowledgeable in University, Faculty and Department graduate policies and procedures to assist graduate students throughout their program from admission to degree completion. The Administrative Coordinator, Graduate Studies, is concerned with the quality of life of SYDE's graduate students, and is frequently called upon to provide non-academic counselling in addition to providing academic direction.

Key Accountabilities

Admissions Processing, including but not limited to:

- Responding to inquiries pertaining to admissions and program information from prospective graduate students with regard to deadlines and issues relating to requests for admission and financial support
- Calculating admission averages and ensuring all admission requirements (TOEFL, GPA, complete transcripts, Record of Landing, etc.) are complete for all accepted applicants
- Notifying and following up with applicants if any vital information is missing
- Maintaining graduate admission files for all programs offered by the Centre using OnBase (the online admission platform used by the Graduate Studies Office)
- Providing background research and support to assist in the academic decision-making process for admission to the graduate program
- Ensuring the correct interpretation of graduate regulations as they apply to Offer Letters and Recommendations
- Completing recommendations for acceptance, obtain all appropriate signatures and send to GSO so that Letters of Acceptance or Denial can be generated
- Assisting with the filing, maintenance and clearing of obsolete student records and closed application files as required
- Maintaining the departmental graduate admissions database to ensure that proper statistics can be provided upon request
- Prepare and process departmental scholarships. An understanding of rules and regulations of scholarship programs is essential

Program Administration, including but not limited to:

- Responding to students' questions and assisting students in resolving any problems or issues
- Processing and recording information pertaining to term progress reports and registration

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- Verifying enrolment reports and following up with students who are not registered for the term
- Verifying scholarship reports and following up with Graduate Studies on errors or omissions
- Distributing, collecting and processing all forms during the degree completion process ensuring all eligible students meet the submission deadlines
- Maintaining and updating entries in the Graduate Calendar
- Distributing, collecting and processing Intent to Graduate forms, ensuring all eligible students meet the submission deadlines
- Monitoring student well-being, both personal and academic, and referring students to relevant university resources
- Coordinates the preparation of Graduate Student Activity Reports for MASc and PhD students and provides the Associate Chair, Graduate Studies, with relevant information for allocating FOE's and UW Scholarships
- Coordinates PhD comprehensive examinations and oral defenses and ensures that the members nominated for the Examining Committees are acceptable according to Engineering Graduate Studies Manual. Processes paperwork, books rooms and audio visual equipment.
- Monitors the budgets and evaluates students for various internal scholarships, such as Faculty of Engineering, University of Waterloo, Entrance Scholarships (\$50,000 per annum), International Graduate Students Scholarships, Women's Incentive Funds, Day Care Bursaries, Ontario Graduate Studies Science & Technology Scholarships, Carl Pollock Scholarship, and the Iron Ring Scholarship; and initiates the paperwork for the Faculty of Engineering Graduate Studies Office for processing.
- Responsible for organizing the departmental Expectations, graduate orientation and information sessions and organizing special events.
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Graduate Research Studentship (GRS) Administration

- Process GRS payments of \$650,000+ annually (may involve multi-departments, org units, and budgets);
- Process GRS letters to confirm funding sources and authorization;
- Upload payment information to Graduate Studies and Post-Doctoral Affairs (GSPA);
- Manage all GRS adjustments, corrections and account changes as requested by faculty;
- Ensure all GRS payments comply with minimum graduate student funding requirements;
- Communicate with Associate Chair for Graduate Studies when funding deficits are identified and graduate funding commitments may incur department liabilities;
- Maintain spreadsheet for Graduate Support department budget.

Graduate Scholarship Coordinator

- Notifies students and faculty of funding opportunities and scholarship competitions;
- Advises students and faculty regarding the application process, eligibility requirements, agency competition rules and regulations, and appropriate institutional deadlines;
- Reviews applications for graduate level scholarship competitions;
- Processes scholarship applications and evaluates student eligibility;
- Prepares summaries to support the ranking process;
- Coordinates MSC1 Ranking Committee meetings;
- Documents ranking decisions and official comments associates with each candidate's ranking;
- Distributes results and scholarship packages to GSPA;
- Keeps informed of scholarships guidelines and criteria, and updates internal due dates and procedures;
- Ensures external scholarship guidelines are adhered to.

Heading 5

- Start here

**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

- College Diploma in Office Administration or related discipline. Equivalent combination of education and/or experience will be considered.

Experience

- Demonstrated administrative experience is required, experience in an academic work environment is preferred. Student advising experience and/or scholarship management preferred.

Knowledge/Skills/Abilities

- Comprehensive understanding of university policies and procedures as they relate to graduate studies is strongly preferred; • Organizational, analytical, interpersonal, customer service and strong communication skills (oral and written) required; • Aptitude for attention to detail and accuracy are required; • Proven capacity to handle high volume of requests and multi-task; • Intermediate skills in MS Word, Excel, PowerPoint, Outlook, Sharepoint, Filemaker Pro, WCMS, Quest, LEARN and OnBase an asset; • Ability to learn and adapt to specialized software and systems at the University; • Ability to set priorities and remain organized while managing multiple priorities with a high level of accuracy and attention to detail, with minimum supervision. • Excellent written and verbal communication skills and the ability to work with a diverse student body in a cross-cultural environment; • Demonstrated advising skills with the ability to support students through difficult situations

Nature and Scope

- **Contacts:** Works collaboratively with students, faculty, staff and external contacts to obtain, clarify and discuss information and to give and receive instructions. Strong communication skills (written and oral) are required including clarity, diplomacy, and tact. Ability to work independently and as part of a team.
- **Level of Responsibility:** This position has specialized work and defined duties and responsibilities. Self-initiated, detail-oriented and sound judgement skills required. Incorrect actions may have adverse financial consequences and may cause undue hardship to students and faculty members. This position reports to the Administrative Officer. This position has no direct reports.
- **Decision-Making Authority:** The position requires planning and pro-active problem solving. Complex and non-routine issues involve consultation with the Administrative Officer and/or the Associate Chair for Graduate Studies. Errors in decision or information could impede the academic progress of a student and cause adverse relations with students, faculty and staff.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include multiple priorities and frequent interruptions. Attention to detail and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. • Working
- **Working Environment:** No Travel, regular working hours with occasional weekend or evening opportunities. Risks (physical and psychological): minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions. Exposure to disagreeable conditions, particularly when conveying unwelcome or negative information is necessary.