

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:	October 2021

Primary Purpose

The Administrative Coordinator, Graduate Studies is responsible for the administration of the MASc and PhD graduate programs in the Department of Systems Design Engineering (SYDE). The scope of the position encompasses five main functions: administers admissions and supports recruitment efforts, advises MASc and PhD students on academic matters, monitors student well-being from a personal and academic perspective, maintains graduate program records, and processes student funding and awards. The position reports to the Administrative Officer and provides administrative support to the Associate Chair, Graduate Studies. The incumbent must be knowledgeable in University, Faculty, and Department graduate policies and procedures and work to be an advocate for the graduate student experience.

Key Accountabilities

Recruiting and Admissions

- Responds to inquiries pertaining to admissions and program information from prospective graduate students regarding deadlines, required documents, requests for admission, and financial support.
- Connects applicants with faculty that match their research interests.
- Evaluates applications to MASc and PhD programs by calculating admission averages and ensuring all admission requirements are complete.
- Communicates with applicants throughout the admissions process.
- Maintains graduate admission files for the MASc and PhD programs using the online admission platform.
- Provides background research and support to assist in the academic decision-making process for admission to the graduate programs.
- Prepares Offer of Admission/Acceptance Letters for accepted students, obtains appropriate authorization, and ensures correct interpretation and adherence to graduate regulations as they apply to Offer Letters and Recommendations.
- Completes admissions processes in collaboration with the Graduate Studies Office.
- Coordinates and leads recruitment events relevant to MASc and PhD programs.

Academic Advising and Records Management

- Advises students about graduate policies, administrative procedures, degree requirements, student finance and scholarships, course selection, program status changes, and appeals.
- Records management including maintenance of accurate academic records; management petitions for extensions; and verification of convocation.
- Assists with academic appeals.
- Issues letters to students verifying funding information for immigration, visa applications, and social insurance numbers.
- Verifies enrolment reports and following up with students who are not registered for the term.

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- Conducts final review of students' records to ensure all requirements have been met for program completion.
- Maintains and updates entries in the Graduate Calendar.
- Coordinates the preparation of Graduate Student Activity Reports and the Academic Progression Review process.
- Distributes, collects, and processes all forms pertaining to thesis submission, seminars, PhD comprehensive examination and oral defense, and degree completion ensuring all eligible students meet the submission deadlines.
- Maintains program data on student success.
- Works with Communications Officer to present and promote the department's graduate programs online.

Student Funding, Awards and Teaching Assistantships

- Processes Graduate Research Studentships funding.
- Manages the application process to the Tri-council and FOE scholarship competitions and ensures that correct procedure has been followed and all supporting documentation has been submitted.
- Provides support to the Associate Chair - Graduate Studies in ranking applicants to those scholarships.
- Verifies scholarship reports and follows up with Graduate Studies on errors or omissions.
- Monitors the awards budgets and evaluates students for internal scholarships.
- Prepares and processes departmental awards and scholarships.
- Coordinates recruitment, assignment, and hiring of Teaching Assistants (TAs).

In-program Activities and Student Wellness

- Monitors student well-being, both personal and academic, and refers them to relevant university resources.
- Organizes and coordinates MASc and PhD student activities.
- Maintains active communication with students using a range of communication modalities.
- 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 and books rooms and audio-visual equipment.
- Responsible for organizing the departmental ExpectATions, graduate orientation and information sessions and organizing special events

Administrative support to the Chair, Associate Chair, and faculty

- Advises Chair and Associate Chair of any problems in the graduate program and recommends improvements.
- Prepares the agenda for the Graduate Committee meetings with the Associate Chair Graduate Studies; minutes these meetings.
- Supports operations of the Departmental Graduate Committee.
- Prepares data and statistical reports as required for the Chair and Associate Chair, drawing on departmental, faculty and institutional data.
- Provides guidance as required on graduate and department policies and procedures.

**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

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Education <ul style="list-style-type: none">• Post-secondary education in a relevant discipline or equivalent combination of education and/or experience
Experience <ul style="list-style-type: none">• Three to four years administrative experience, working in a computerized, customer-service oriented environment. Ideal candidate has experience working in a university setting with responsibilities in advisement and the administration of an academic program.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Advanced computing skills using Word, Outlook, Excel, Teams, Zoom, and SharePoint.• Sound knowledge of university policies and procedures related to graduate studies and tri-agency scholarship requirements.• Exceptional customer service skills with the ability to interact in a supportive manner and respond with sensitivity to challenging situations.• Excellent interpersonal and teamwork skills.• Independent judgement in areas of time management, task prioritization, and decision-making.• Excellent verbal and written communication skills.• Aptitude for attention to detail and accuracy.

Nature and Scope

- **Contacts:** Required to interact daily with graduate students, faculty members, and other departmental staff to provide advice, guidance, and resolve issues. Works in partnership with Associate Chair, Graduate Studies and staff coordinating M.Eng. program. Maintains and cultivates strong relationships with SYDE faculty, staff, students, and alumni. Connect with counterparts and colleagues in other departments including Graduate Studies Office, Finance, Student Accounts, Procurement Services, Scheduling and the International Student Office. Establishes contact with prospective students. Must demonstrate a high level of empathy, cultural awareness, resourcefulness, and willingness to help others.
- **Level of Responsibility:** The incumbent must possess good judgment, initiative, and flexibility to adapt to competing tasks with minimal supervision; works with a high degree of autonomy and be able to handle highly confidential matters with discretion. Provides back-up support to other graduate program staff.
- **Decision-Making Authority:** Makes independent decisions about daily work schedule and priorities. Advises prospective students regarding entrance requirements. Assesses and evaluates all applications deciding if prospective students are qualified to move forward in the admission process.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Risks - Physical risks: No significant risks Psychological risks: Minimal exposure to disagreeable conditions typical of an administrative position.
- **Working Environment:** Office-based with regular working hours, occasional duties outside business hours (evening/weekend). No travel required.