

Job Description

Job Title:	Administrative Coordinator, Undergraduate Studies
Department:	Applied Mathematics
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	February 2021

Primary Purpose

This position is responsible for providing administrative and secretarial support for the department undergraduate and research programs.

Key Accountabilities

Provide undergraduate program support, including, but not limited to, the following activities:

- Provide administrative and secretarial support to the Associate Chair for Undergraduate Studies
- Serves as secretary to the Undergraduate Committee, scheduling meetings, circulating agendas, taking minutes, and following through on any required actions
- Coordinator of all on-line undergraduate course override forms
- Interprets the academic policies related to the undergraduate program
- Maintain up-to-date teaching evaluation records
- Ensure undergraduate program information is up to date on the AM website and in the university calendar
- Coordinate and implement the Undergraduate Student Research Assistantship (USRA) and Undergraduate Research Assistantship (URA) programs
- Processes all undergraduate hires using Workday (Work Placement, Co-op, URA and USRA)
- Organize Annual USRA Conference
- Order textbooks and desk copies
- Book classrooms for course-related activities (e.g. midterms, review sessions) as required

Course and exam scheduling, including, but not limited to, the following activities:

- Acts as Scheduling Officer scheduling undergraduate and graduate courses
- Reviews program requirements and proposed course scheduling to proactively identify conflicts and resolve problems.
- Monitor course limits and student enrolment
- Maintain internal teaching database and teaching timetable
- Coordinate exam preparation and submission
- Coordinate course evaluation questionnaires

Provide support for faculty research programs, including, but not limited to, the following activities:

- Prepare travel claims and expenditure reimbursement requests for faculty, post-doctoral fellows, visitors in compliance with University Policy and Tri-Agency Granting requirements
- Process all casual hires using Workday
- Organize Applied Mathematics department seminars and research colloquia, scheduling and booking rooms, prepare advertisements using Mailman lists, booking and setting up of audio-visual equipment and ordering refreshments when required
- Manage Audio-Visual equipment sign-out

Job Description



<ul style="list-style-type: none">• Monitor all Technical Labs ensuring Safety Procedures are posted and implemented
Provide support to course instructors, including, but not limited to, the following activities: <ul style="list-style-type: none">• Prepare course documents, including exams, and coordinate printing and distribution of course material• Develop and maintain course web pages as required• Coordinate exam preparation and submission• Download class rosters and submit final grades as required• Assist instructors with electronic grade submission process• Book classrooms for course-related activities (e.g. midterms, review sessions) as required• Order textbooks and desk copies• Maintain course syllabus collection by term for both undergraduate and graduate courses
Provide administrative support for department activities, including, but not limited to, the following: <ul style="list-style-type: none">• Web Site Manager; co-ordinate maintenance of the department website and provide site manager specific tasks and functionality in Waterloo Content Management System (WCMS) including site-wide content (banners, footers, etc.), managing user access and site permissions, and managing workflow.• Prepares immigration documents for all visitors in consultation with the University Immigration Specialist for all foreign academic visitors.• Arrange accommodations, travel arrangements for all long- and short-term visitors.• Issues key permits to all Faculty, Staff, PDFs, Graduate Students, URA, USRA and visitors.• Event coordinator (Convocation, Grad, USRA and Department socials)• Arrange computer accounts, maintain key inventory for all faculty, staff, visitors, graduate students, post-doctoral fellows and USRAs.• Purchase online software licenses for graduate students and USRAs• Create and maintain department photo directory board.• Department PCard holder. Reconcile monthly PCard expenses.• Assist the Department Administrator in the management of space, including office space for faculty, staff, students and visitors, seminar and meeting rooms, ensures equitable and timely space assignments; assists in maintaining usage reports• Assist in with special projects as assigned by the Department Administrator• Field general inquiries from faculty, staff and students; problem solve as required• Room Booking Coordinator• Maintain AM Department Library• Orders and monitors the administrative and teaching supplies within available budget and order supplies for department• Perform general office duties: mail, fax and copier, organize mailbox arrangements

**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 <ul style="list-style-type: none">• High School Diploma with some post-secondary education and/or training in business communication
Experience

Job Description



- Several years of secretarial/administrative/customer service experience in an academic environment. Proven aptitude for attention to detail and the management of multiple demands. Demonstrated decision-making skills, including the ability to ask probing questions and anticipate customer needs. Ability to exercise good judgment and discretion and work independently with minimal supervision within a fast-paced, deadline driven multi-tasking environment. Proven high-quality customer service interactions with faculty, staff and students. Demonstrated ability to maintain strict confidentiality. Sound Knowledge of university policies and procedures, particularly in the realm of undergraduate and tri-agency requirements.

Knowledge/Skills/Abilities

- Intermediate computer skills and knowledge of software applications used in an office setting, including word processing, spreadsheets, web content management software, and Document Management Systems (EES). Knowledge of Infosilem, Centre-Suite, Concur, Workday, LaTeX or willingness to learn.

Nature and Scope

Contacts: Position requires communication with internal and external contact to obtain, clarify and discuss information, and to received instructions. Contact groups and individuals include, but not limited to:

- Associate Chair for Undergraduate Studies
- Chair of the Department
- All faculty and staff members in the Department
- Mathematics Undergraduate Office and Mathematics Graduate Office staff
- Dean's Office staff
- Other Mathematics departments/school staff
- Registrar's Office
- Scheduling Office
- Secretariat/University Immigration
- Key Control
- Co-operative Education and Career Services Office
- Undergraduate and graduate students
- Print and Retail Solutions
- Human Resources
- Central Stores
- Bookstore
- MFCF, IST
- Finance Office
- Human Resources Office
- Student Awards & Financial Aid Office
- International Student Office
- UW Catering and Event Services
- MFCF, IST
- Instructional Technologies and Multimedia Services (Audio-Visual Services)

Position requires communication with external contacts to obtain, clarify and discuss information:

- International Researchers
- Corporate Express
- Tri-Charge
- Xerox Equipment
- Airways Transit

Job Description



- Local Hotels

Level of Responsibility: The job has defined specialized and routine tasks; the incumbent receives specific guidance.

Decision-Making Authority: Some examples of decision-making include:

- Decide on task priorities given multiple deadlines and demands on diverse work portfolios that can impact department operation and international reputation
- Uses judgment to discern queries and scenarios in workflow that warrant serious consideration; responds directly to routine queries

Physical and Sensory Demands: Minimal demands typical of an administrative position within an office environment

Working Environment: Regular working hours; No significant physical or psychological risks.