Job Description

**Job Title:** Administrative Coordinator  
**Department:** Applied Mathematics  
**Reports To:** Administrative Manager  
**Jobs Reporting:** None  
**Salary Grade:** USG 5  
**Effective Date:** January 21, 2016

**Primary Purpose**

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

**Key Accountabilities**

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<th>Provide undergraduate program support, including, but not limited to, the following:</th>
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| - Provide administrative and secretarial support to the Associate Chair of Undergraduate Studies  
- Serves as secretary to the Undergraduate Committee, scheduling meetings, circulating agendas, taking minutes and following through on any required actions  
- Interprets the academic policies related to the undergraduate program  
- Maintain up-to-date teaching and evaluations records  
- Ensure undergraduate program information is up-to-date on the AM website and in the university calendar  
- Coordinate and implement the Undergraduate Research Assistantship and Undergraduate Research Internship Summer programs  
- Organize Annual URA Conference  
- Order textbooks and desk copies  
- Book classrooms for course-related activities (e.g. midterms, review sessions) as required |

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<th>Course and exam scheduling, including, but not limited to, the following activities:</th>
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| - Acts as Scheduling Officer scheduling undergraduate and graduate courses  
- Monitor course limits and student enrolment  
- Maintain internal teaching database and teaching timetable  
- Coordinate exam preparation and submission  
- Coordinate course evaluation questionnaires |

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<th>Provide support for Faculty research programs, including, but not limited to, the following activities:</th>
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| - Prepare travel claims and expenditure reimbursement for faculty, post-doctoral fellows, visitors and graduate students in compliance with University Policy and Tri-Agency Granting requirements  
- Organize department seminars and research colloquia, scheduling and booking rooms, prepare advertisements using Mailman lists, booking and setting up or audio-visual equipment and ordering refreshments when required  
- Monitor all Technical Labs ensuring Safety Procedures are posted and implemented |

| Provide support to course instructors, including, but not limited to, the following activities: |
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- 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
- Maintain course syllabus collection by term

Provide administrative support for department activities, including but not limited to, the following:

- 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.
- Arrange accommodations, travel arrangements for all visitors to the Department
- Event coordinators (Convocation, Grad, URSA 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 the department photo directory board.
- Department PCard holder. Reconcile month PCard expenses.
- Assist in Managing the duties of the Department Administrator when away
- Field general inquiries from faculty, staff and students; problem solve as required
- Room Booking Coordinator
- Monitor 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
- High School Diploma with some post-secondary education and/or training in business communication

Experience
- 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
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Management Systems (EES). Knowledge of Infosilem, Centre-Suite, Concur, LaTeX or willingness to learn

Nature and Scope

Contacts: Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are 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
- Key Control
- Graduate Studies Office
- Co-operative Education and Career Services Office
- Undergraduate and graduate students
- New Media Services (Graphic Services)
- Human Resources
- Central Stores
- Bookstore
- MFCF, IST
- Finance Office
- Human Resources Office
- Student Awards & Financial Aid Office
- International Student Office
- Math C&D
- 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
- 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 and demands on diverse work portfolios that can influence department operation and internal reputation; uses judgement to discern queries and scenarios in workflow; responds directly to routine queries.

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

Working Environment: Travel: None    Working Hours: Regular working hours