

## Job Description

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<b>Job Title:</b>	Graduate Studies Administrator – PhD and MASc Programs
<b>Department:</b>	Management Sciences
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	September 1, 2017

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### **Primary Purpose**

The Graduate Studies Administrator – PhD and MASc Programs is responsible for the administration of all Management Sciences doctoral and master research programs including International Visiting Graduate Students (IVGS). This position has a high level of responsibility to meet the demands associated with the programs. The Administrator must be knowledgeable in graduate policy and procedures and able to assist graduate students throughout their graduate program to ensure compliance with all academic regulations. The Administrator also provides recommendations to faculty advisors regarding resolution of problems. As well as provides assistance to the Associate Chair for Graduate Studies.

The Administrator is a key component to the graduate student experience. The Administrator must have an appreciation for the diverse cross-cultural backgrounds of the department's student body.

### **Key Accountabilities**

#### **Academic Advising and Student Support for PhD and MASc Students:**

- Provide guidance on admissions, academic progression, degree requirements, course selection, drop/adds, INC marks, program extensions, thesis submissions, confirmation of degree requirements and convocation procedures;
- Advise students and faculty about the graduate programs, calendar changes, minimum program requirements, and relevant University of Waterloo policies and procedures;
- Investigate and trouble-shoot inquiries on behalf of students who require accommodations or non-standard arrangements;
- Interpret and apply university regulations, and Faculty/department policies and procedures as they apply to the department's graduate programs to help resolve issues;
- Work with the Associate Chair, Graduate Studies and graduate students who are experiencing difficulties to resolve issues. This may include preparation of documentation regarding cases of academic dishonesty, student appeals/petitions, etc.
- Provide advice and assistance to students on academic issues that may result in negative academic decisions, such as continuation in program or withdrawal from program.
- Assist non-Canadian students with their transition to Waterloo.

#### **Graduate Program Administration for PhD and MASc Students:**

- Maintain student records from admission to convocation;
- Ensure admission requirements and deadlines are being met; Liaises with Graduate Studies and Post-Doctoral Affairs (GSPA) and Engineering Graduate Studies Office (EGSO)
- Administer the submission of Student Activity Reports each term;
- Review student grades and records for academic progression each term to ensure department/Faculty/University requirements are being met;

<ul style="list-style-type: none"> <li>• Identify academic progression issues, determine appropriate action and recommend academic decision and outcomes to Associate Chair for Graduate Studies;</li> <li>• Consult with the Associate Chair for Graduate Studies to resolve more complex issues;</li> <li>• Co-ordinate and facilitate PhD Comprehensive exams, PhD Oral Defences and MASc Seminars. This includes distribution of announcements and distribution of documentation;</li> <li>• Ensure faculty and students are notified of relevant program information, events, requirements, changes, etc.;</li> <li>• Responsible for maintaining confidentiality and security of student academic records as per FIPPA guidelines and University policies;</li> </ul>
<p><b>Graduate Research Studentship (GRS) Administration</b></p> <ul style="list-style-type: none"> <li>• Process GRS payments of \$650,000+ annually (may involve multi-departments, org units, and budgets);</li> <li>• Process GRS letters to confirm funding sources and authorization;</li> <li>• Upload payment information to Graduate Studies and Post-Doctoral Affairs (GSPA);</li> <li>• Manage all GRS adjustments, corrections and account changes as requested by faculty;</li> <li>• Ensure all GRS payments comply with minimum graduate student funding requirements;</li> <li>• Communicate with Associate Chair for Graduate Studies when funding deficits are identified and graduate funding commitments may incur department liabilities;</li> <li>• Maintain spreadsheet for Graduate Support department budget.</li> </ul>
<p><b>Graduate Scholarship Administrator</b></p> <ul style="list-style-type: none"> <li>• Notifies students and faculty of funding opportunities and scholarship competitions;</li> <li>• Advises students and faculty regarding the application process, eligibility requirements, agency competition rules and regulations, and appropriate institutional deadlines;</li> <li>• Reviews applications for graduate level scholarship competitions;</li> <li>• Processes scholarship applications and evaluates student eligibility;</li> <li>• Prepares summaries to support the ranking process;</li> <li>• Coordinates MSCI Ranking Committee meetings;</li> <li>• Documents ranking decisions and official comments associates with each candidate's ranking;</li> <li>• Distributes results and scholarship packages to GSPA;</li> <li>• Keeps informed of scholarships guidelines and criteria, and updates internal due dates and procedures;</li> <li>• Ensures external scholarship guidelines are adhered to.</li> </ul>
<p><b>International Visiting Graduate Students</b></p> <ul style="list-style-type: none"> <li>• Coordinates the International Visiting Graduate Student (IVGS) Program;</li> <li>• Serves as resource for faculty members wishing to host IVGS students;</li> <li>• Reviews and prepares IVGS applications and submits completed applications to the GSPA;</li> <li>• Assists IVGS students with their transition to Waterloo.</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Acts as back up to the Graduate Studies Administrator – MMSc Programs;</li> <li>• Organizes orientation activities, departmental information sessions, and other graduate student related events (ie; ExpectATions, 3 Minute Thesis, Graduate Award Ceremony);</li> <li>• Updates and maintains MASc and PhD student records and graduate student database (Filemaker);</li> <li>• Provide graduate course offerings (including instructor, enrolment caps, held-with, reserves, etc.) to department scheduler each term. Bring possible issues to the attention of the Administrative Officer.</li> <li>• Confirm TA applicant eligibility as requested each term by Associate Chair, Undergraduate Studies for all MASc and PhD students.</li> </ul>

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- Maintain the MSCI graduate student email list (for all MASC, PhD and IVGS students) [mansci\\_MAScPHDstudents@lists.uwaterloo.ca](mailto:mansci_MAScPHDstudents@lists.uwaterloo.ca). Regularly provide an updated listing to the Systems Administrator.
- Monitor the Department Website information for the PhD and MASc programs and other graduate related business and provide updated information to the Department Website Content Manager;
- Ensures the Graduate Calendar is up to date and reflects academic standards/requirements and procedures, bring any issues to the attention of the Associate Chair for Graduate Studies;
- Facilitate the Management Sciences Student Association (MSSA). Ensures a new committee is voted in each year and provides guidance to the committee;
- Identify and recommend process improvements;
- Attend Graduate Recruitment events when required;
- Attend meetings and update skills as deemed necessary for this position;
- Provides support to periodic internal and external graduate program reviews;
- Provides back up to other staff as required;
- Maintain procedure manuals for this position and implements changes to procedures and processes as directed by the Department, Faculty or University;
- Other duties or projects as assigned by the Administrative Officer.

### **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.

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- **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 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.