

Job Description



Job Title:	Administrative Coordinator and Advisor, Undergraduate Studies
Department:	School of Accounting and Finance
Reports To:	Associate Director, Experiential Learning and Career Development
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	March 2019

Primary Purpose

The Administrative Coordinator and Advisor, Undergraduate Studies, advises undergraduate students in the School of Accounting and Finance (SAF) by providing academic advising and counselling to all students taking AFM courses as well as applicants within the admissions process. The incumbent works closely with the Student Experience staff and the Administrative and Course Scheduling staff and is responsible for the effective administration of the SAF's undergraduate program and for enhancing student success through appropriate advisement and support. The incumbent should maintain up-to-date knowledge of the accounting and financial management professions and their program requirements.

Key Accountabilities

Advises undergraduate students in the SAF for the AFM, CFM, Math CPA, Science Biotech CPA and all other students taking AFM courses, in consultation with the Academic Advisor as appropriate:

- Advises students about course/program selection and enrollment; works with AFM students to ensure enrollment in- and timetabling for- their required courses; approves and processes sequence changes, student enrollment permissions, including course overrides, section switches, plan modifications, work-study sequence changes, letters of permission and international exchange opportunities;
- Maintains in-depth and current knowledge of Arts' undergraduate curriculum and academic requirements for AFM program, and working knowledge of Math CPA, Science Biotech CPA, MAcc, CFM and Arts and Bus program requirements;
- Acts as a first point of contact for First Year student enquiries prior to September and administers admission regulations and practices including transfer credit regulations for all incoming internal and external student transfers;
- Acts as the first point of contact and provides support to students in personal and academic crisis within UW ethics and crisis management guidelines. This may involve assessing the urgency and arranging for emergency appointments at Counseling Services when appropriate, and providing practical assistance when necessary;
- Assists with Academic Progression reports and Recommendations to Graduate;
- Liaises with the Admissions Policy and Review Committee for petitions, student grade appeals and other academic or disciplinary appeals;
- Counsels students on meeting academic goals, career goals, and preparing for graduate school, using the various University resources, such as Counseling Services, CEE, Student Success office and other on-campus centres;
- Consults with advisors in other academic units regarding students of mutual interest;
- Attends special student events such as Academic Success Sessions, student organized events and other opportunities as they pertain to the Faculty of Arts and the School of Accounting and Finance;
- Acts as SAF's undergraduate Bookstore Liaison for ordering all textbooks, courseware and special cases for the undergraduate courses including special print requests and copyright permissions;

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<p>Provides program administration and support to the Student Experience and the Administrative and Course Scheduling teams:</p> <ul style="list-style-type: none">• Works closely with the Undergraduate Officer and the Registrar's Office on matters related to student concerns such as grade appeals, petitions, course enrollment and other issues.• Prepares block pre-enrollment for some specific AFM courses as determined to be needed by the School.• Reviews and monitors course enrollments and reserves watching for low/high enrollment issues;• Liaises with advisors in other academic units to ensure awareness of course curriculum changes that may affect plans in and beyond the department;• Reviews and tracks accommodation requests for students with and works with the faculty and the Course Scheduling team to assess the situation, plan a solution and communicate the result to students.
<p>Maintains School of Accounting and Finance Records and Publications:</p> <ul style="list-style-type: none">• Collects and summarizes Verification of Illness forms and INC grade forms and tracks frequency ensuring students meet deferred exam policy requirements.• Maintains student records in a confidential manner and adheres to UW Records policy and retention guidelines;• Prepares documentation for the Undergraduate Web pages and other publications.
<p>Serves as the department calendar representative for the UG program in consultation with the Associate Chair, UG Studies:</p> <ul style="list-style-type: none">• Communicates and consults with other academic units to solicit feedback about proposed changes;• Compiles course and program changes for submission to the Undergraduate Calendar;• Prepares submissions for the UG Affairs Group;• Updates and maintains the Live Calendar system, relating to UGAG regulations regarding copy editing, proofreading of new program requirements or course changes;• Serves as the department's template representative (Academic Advisement, UG);• Identifies areas requiring future revisions;• Reviews all School of Accounting and Finance content in the UG Calendar prior to publication.
<p>Assists with the department's undergraduate student engagement:</p> <ul style="list-style-type: none">• Participates or leads in planning various student-focused events;• Prepares informative presentations to present at events such as orientation, recruiting and academic decision-making, international exchange etc. sessions which may include large groups of colleagues, current students, faculty, potential applicants and their families;• Represents SAF, as needed, at special events for students including: the 3-day Ontario Universities Fair in Toronto, Orientation Week, Fall Open House, March Break Open House, U@Waterloo Day, convocation receptions, ELCD team events.
<p>Provides general administrative support including the following:</p> <ul style="list-style-type: none">• Identifies problems in UG program administration and recommends improvements to the Associate Director Undergraduate Studies as appropriate;• Prepares data and statistical reports as required for a variety of SAF stakeholders.• Answers faculty questions regarding UG and School 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">• Undergraduate degree or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• 1-2 years Administrative experience in an academic environment, including knowledge of undergraduate policies and procedures.• Administrative experience with advising or counselling students in an academic environment, including sound working knowledge of UW policies and procedures as they relate to undergraduate curriculum, academic requirements/regulations/guidelines and admission regulations
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Knowledge of AFM, Math CPA, Science Biotech CPA undergraduate curriculum, academic requirements/regulations/guidelines and admission regulations.• Knowledgeable about the needs and concerns of students and a commitment to student engagement and success.• Knowledge about SAF/campus student success resources.• Skills include: prioritization and organization, communication (oral and written), interpersonal, analytical, research and report-writing.• Ability to manage a large volume of work, changing and conflicting priorities, and overlapping deadlines.• Ability and inclination to use diplomacy, tact, good judgment when interacting with students, staff, and faculty.• Ability to use the following at an intermediate proficiency: MS Word, Excel, PowerPoint; Quest, Waterloo Inquiry, ASIS/OAT.

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal contacts to obtain, clarify and discuss information, and, when dealing with students, to present and discuss information and problems, leading to resolution. The position requires sensitivity to the needs of a wide client base, including faculty, co-op students, mature students, students learning online, exchange and other international students, and students registered with Accessibility Services.
- **Level of Responsibility:** The position has specialized work with minimal supervision, provides guidance to others and works closely with the Associate Director UG Studies, the Undergraduate Studies Officer, and the Administrative Supervisor and Course Scheduler.
- **Decision-Making Authority:** This position makes decisions on complex and non-routine issues involving consultation with the Program Director, Undergraduate Studies and Academic Advisor.
- **Physical and Sensory Demands:** This position makes decisions on complex and non-routine issues involving consultation with the Program Director, Undergraduate Studies and the Academic Advisor.
- **Working Environment:** Regular 35-hour work week, 8:30-4:30pm, some evenings and weekend hours may be required. This position involves minimal physical risk with some stress related to interacting within a diverse environment, with deadlines, multiple priorities and frequent interruptions. This position has a few opportunities to travel to off-campus events, limited to 2-3 times per year.