

Job Description

Job Title:	Faculty Undergraduate Operations Manager
Department:	Dean of Environment
Reports To:	Associate Dean Undergraduate Studies
Jobs Reporting:	Faculty Exchange and Undergraduate Operations Coordinator
Salary Grade:	USG 10
Effective Date:	September 2021

Primary Purpose

Provides successful leadership of the undergraduate operations in the Faculty of Environment. Focuses on the implementation of Faculty and University Policies and procedures related to undergraduate operations, advisor training, and student support. Provides consultation in areas of policy and practice pertaining to all aspects of undergraduate operations. Liaises with persons both internal and external to the Faculty of Environment to ensure the undergraduate operations are meeting University and Faculty standards, requirements, policies, and protocols.

Key Accountabilities

Manages Undergraduate Academic Operations

- Responsible for the organization and development of advisor information/training sessions.
- Provides leadership to undergraduate advisors to ensure the fair and consistent application of Faculty and university rules, regulations, policies, and procedures.
- Counsels and supports units on complex student cases.
- Oversees and coordinates operations within the faculty and provides leadership through training and communication
- Faculty representative on university level committees and working groups related to undergraduate matters such as scheduling, the calendar and the Foundation Term.
- Contributes to faculty-level decisions in consultation with the Associate Dean Undergraduate Studies.
- Manages course evaluations, timely communications to staff, faculty and students.
- Manages all faculty level academic plans: diplomas, options, and minors.
- Coordinates and manages the Faculty recommendations to graduate, for both the June and October ceremonies.
- Coordinates with the University's Student Success Office on various initiatives related to academic operations and student success.
- Liaise with the Recruitment and Student Engagement Coordinator so prospective students and their parents are made aware of the University's and Environment's success initiatives. Special projects as assigned.
- Granted access to the highest level of confidential student information. Determines and approves level of access to student information to undergraduate support faculty and staff based on position needs.
- Manages the implementation of all new procedures, including new software, as they pertain to undergraduate operations whether they are initiated from within or external to the Faculty.

Staff Supervision

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- Manages one staff member who is responsible for the creation, development, and maintenance of webpages, manuals, and online forms pertaining to student support, teaching resources, and undergraduate operations.
- The Student Transition and Student Engagement Officer contract position functionally reports to the Undergraduate Operations Manager, specifically for operation matters pertaining to student transition.
- Provides input, when solicited, on performance evaluations for undergraduate academic advisors.

Student Mentoring

- Advocates on behalf of students to ensure fair and concise decisions are being made and students are aware of all opportunities available to them.
- Assists the Associate Dean Undergraduate Studies with all academic integrity allegations (Policy 71) and counsels' students on the appeal process (Policy 72).
- Attends meetings with the Associate Dean Undergraduate Studies and students in which sensitive issues, such as sexual violence (Policy 42), may be disclosed.
- Counsels students on petitions and grievances (Policy 70).
- Reviews student petitions and grievances and contributes recommendations for decision consideration. Responsible for addressing student concerns regarding petition outcomes.
- Manages complex/difficult student files that are escalated by either Departments/Schools or students.
- Has final approval on Unit decisions if deemed by the Registrar's Office to be questionable or not within guidelines, policies, and/or ENV academic rules. This includes academic decisions, internal transfer admissions, letter of permissions, etc.
- Approves students for enrollment in the Foundation Term and remains in close contact with this group of students to provide support and academic advice.
- Connect with at-risk students through the ENV Cares (LEARN) widget, term emails, or on the advice of instructors.
- Approves students for enrollment into a non-degree term to facilitate transfer to another faculty.

Academic and Curriculum Management

- Reviews proposals for new and revised academic plans to ensure that policies are being maintained and consults with Office of Quality Assurance as needed.
- Advises on proposed components of new courses, such as prerequisites, antirequisites, and meet types.
- Coordinates course and academic plan changes with other faculties when applicable.
- Assembles the Faculty's undergraduate agendas for the Undergraduate Studies Committee, Faculty Council, and Senate Undergraduate Council. Maintains files of approvals for historic tracking. Recorder for the Undergraduate Studies Committee meetings.
- Manages the administration and scheduling Faculty-level (ENVS) courses.

Publications and Communications

- Updates and maintains the Faculty of Environment section of the Undergraduate Calendar to reflect Faculty and University Senate Undergraduate Committee and Senate approvals.
- Oversees all Faculty of Environment webpages that pertain to undergraduate studies and operations, student support, and teaching resources.
- Ensures all pertinent communication from within or external to the Faculty is relayed to the appropriate Faculty members.
- Sends timely procedural reminders to academic advisors and instructors.
- Coordinates Faculty wide email messaging to both incoming and current students.

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- Reviews and edits academic decision communications sent by the Registrar's Office to students.

**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

- Post-secondary degree or diploma and administrative experience required or equivalent education and/or experience.

Experience

- Strong managerial experience and leadership skills dealing with diverse teams and situations
- In-depth knowledge of University policies and procedures relating to all aspects of undergraduate studies and academic plans.
- In-depth knowledge of undergraduate operations, including calendar editing management, course scheduling and administration, university approval process as it pertains to academic plans, courses, and faculty guidelines.
- Knowledge of University structure and departments external to the Faculty and their intersection with undergraduate operations
- Proven ability to balance conflicting demands and prioritize tasks effectively
- Advanced use of UW software (QUEST, ASIS, CIS, ACMS, DCU, etc.) considered an asset
- Experience developing web content and forms (WCMS)

Knowledge/Skills/Abilities

- Managerial abilities
- High understanding of confidentiality and the importance of data integrity
- Ability to communicate with varied audiences and build strong working relationships
- Excellent oral and written communication skills
- Excellent human relations skills; proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students
- Demonstrated initiative, for implementing change to promote student success and undergraduate operations.
- Sound judgment, tact, and diplomacy
- Able to work both collaboratively as well as independently.
- Advanced understanding of data sources available to support Academic Advising, including ASIS, Quest, and IAP data
- Effective organizational, research, strategic thinking, analytical and problem-solving skills
- Demonstrate knowledge of UW academic programs and curriculum processes
- Knowledgeable and well-versed on Human Rights, Equity, and Inclusion for all members of the university community

Nature and Scope

- **Contacts:** ENV Dean's Office personnel, ENV Undergraduate advisors, associate chairs/directors undergraduate studies, school directors and department chairs, school/department administrative assistants, Registrar's Office (records, policies, calendar, scheduling), Cooperative Education, Student Success Office, Campus Wellness (Counseling Services, AccessAbility), Human Rights, Equity, and Inclusion, Quality Assurance, undergraduate teams in other faculties.

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- **Level of Responsibility:** The position is responsible for managing staff, leading the academic advising team, advising at risk students, and managing curriculum and policy change. Self-initiated, detail-oriented, strategic thinking is required. Excellent time-management skills.
 - **Decision-Making Authority:** Responsible for hiring, training, and supervising staff, making academic progression decisions, organizing and leading advising training. Responsible for monitoring university and faculty policy and implementing changes as they arise. Refers matters to Associate Dean when necessary.
 - **Physical and Sensory Demands:** The demands for this position are high, with exposure to many high priority, varied, and sensitive issues. The ability to quickly shift focus from one task to another is essential for the successful execution of responsibilities. May experience deprivation caused by constant interruptions.
 - **Working Environment:** Exposure to conditions typical of office work and meetings. Required to convey negative or unwelcome information to students. May experience exposure to disagreeable conditions typical of working with people in distress. There may occasionally be multiple and/or tight deadlines beyond one's control. Work volume is consistent throughout the year.