

## Job Description

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<b>Job Title:</b>	Graduate Studies Coordinator/Advisor – MSc Programs
<b>Department:</b>	Management Sciences
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	September 1, 2017

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### **Primary Purpose**

The Graduate Studies Coordinator/Advisor – MSc Programs is responsible for the administration of all Management Sciences MSc on-campus (including the Graduate Diploma in Data Analytics (GDDA)) and on-line programs, as well as exchange and non-degree students. This position has a high level of responsibility to meet the demands associated with the programs. The Coordinator 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 Coordinator also provides recommendations to faculty advisors regarding resolution of problems. As well as provides assistance to the Associate Chair for Graduate Studies and the Director, MSc Online programs.

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

### **Key Accountabilities**

#### **Academic Advising and Student Support for MSc Students (including GDDA, exchange and non-degree students):**

- Provide guidance on admissions, academic progression, degree requirements, diploma requirements, course selection, drop/adds, INC marks, program extensions, 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 MSc Students (including GDDA, exchange and non-degree 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)

- Review student grades and records for academic progression each term to ensure department/Faculty/University requirements are being met;
- Identify academic progression issues, determine appropriate action and recommend academic decision and outcomes to Associate Chair for Graduate Studies;
- Consult with the Associate Chair for Graduate Studies to resolve more complex issues;
- Ensure faculty and students are notified of relevant program information, events, requirements, changes, etc.;
- Responsible for maintaining confidentiality and security of student academic records as per FIPPA guidelines and University policies;

### **Graduate Coop Program Coordinator**

- Notifies students of MSCI Coop program. Organizes an information session each year.
- Advises students regarding the application process, eligibility requirements, rules and regulations, and appropriate deadlines;
- Reviews applications for completion and evaluates student eligibility;
- Prepares summaries for the Associate Chair Graduate Studies to support the decision process;
- Documents decisions and official comments associated with each candidate's application;
- Distributes results to GSPA and Coop office;
- Informs students of Work Term report deadlines and collects Work Term reports for distribution to the Work Term Report Marker.
- Keeps informed of Coop guidelines and criteria, and updates internal due dates and procedures;
- Ensures Coop guidelines are adhered to.

### **Other**

- Acts as back up to the Graduate Studies Administrator – PhD and MASc Programs;
- Assists with orientation activities, departmental information sessions, and other graduate student related events (ie, ExpectATIONS, 3 Minute Thesis, Graduate Awards Ceremony);
- Updates and maintains MMSc student records and graduate student database (Filemaker);
- Maintain the MMSc LEARN site. Update program specific information, monitor issues and questions that arise;
- Monitor the term course offerings on MMSc On-line courses to ensure correct courses are being offered. Bring possible issues to the attention of the Administrative Officer and/or the Director, MMSc Online programs;
- Confirm TA applicant eligibility as requested each term by the Associate Chair, Undergraduate Studies for all MMSc students;
- Monitor the Department Website information for the MMSc programs and other graduate related business and provide updated information to the Department Website Content Manager;
- Maintain the MSCI graduate student email list (for all MMSC on-campus students) [mansci\\_MMScstudents@lists.uwaterloo.ca](mailto:mansci_MMScstudents@lists.uwaterloo.ca). Regularly provide updated listing to the Systems Administrator;
- 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**

<b>Education</b> <ul style="list-style-type: none"><li>• College Diploma in Office Administration or related discipline. Equivalent combination of education and/or experience will be considered.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Demonstrated administrative experience is required, experience in an academic work environment is preferred. Student advising experience and/or scholarship management preferred.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Comprehensive understanding of university policies and procedures as they relate to graduate studies is strongly preferred;</li><li>• Organizational, analytical, interpersonal, customer service and strong communication skills (oral and written) required;</li><li>• Aptitude for attention to detail and accuracy are required;</li><li>• Proven capacity to handle high volume of requests and multi-task;</li><li>• Intermediate skills in MS Word, Excel, PowerPoint, Outlook, Sharepoint, Filemaker Pro, WCMS, Quest, LEARN and OnBase an asset;</li><li>• Ability to learn and adapt to specialized software and systems at the University;</li><li>• Ability to set priorities and remain organized while managing multiple priorities with a high level of accuracy and attention to detail, with minimum supervision.</li><li>• Excellent written and verbal communication skills and the ability to work with a diverse student body in a cross-cultural environment;</li><li>• Demonstrated advising skills with the ability to support students through difficult situations.</li></ul>

### **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.
- **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 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.