

## Job Description

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<b>Job Title:</b>	Administrative Coordinator
<b>Department:</b>	Combinatorics & Optimization
<b>Reports To:</b>	Administrative Manager
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	March 2019

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### **Primary Purpose**

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

### **Key Accountabilities**

**Provide undergraduate program support, including, but not limited to, the following activities:**

- Provide administrative support to the Associate Chair for Undergraduate Studies
- Interpret the academic policies related to the undergraduate program
- Maintain up-to-date teaching evaluation records
- Ensure undergraduate program information is up-to-date on the CO website and in the university calendar
- Schedule undergraduate and graduate courses
- Coordinate and implement the Undergraduate Research Assistantship and Undergraduate Research Internship Summer programs
- Organize Annual Undergraduate Book Prize Award

**Course and exam scheduling, including, but not limited to, the following activities:**

- 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

**Provide support for faculty research programs, including, but not limited to, the following activities:**

- Prepare travel claims and expenditure reimbursement requests for faculty, post doc fellows and graduate students in compliance with University Policy and Tri-Agency Granting requirements.
- Organize department seminars and research colloquia, scheduling and booking rooms, prepare seminar notices using Mailman lists, book and set up of audio-visual equipment and order refreshments when required

**Provide support to course instructors, including, but not limited to, the following activities:**

- Prepare course documents, including exams, and coordinate printing and distribution of course material
- Coordinate exam preparation and submission
- Download class rosters and submit final grades as required
- Assist instructors with electronic grade submission process
- Book classrooms for course-related activities (e.g. midterms, review sessions) as required
- Order textbooks and desk copies

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- Maintain course syllabus collection by term
- Provide administrative support for department activities, including, but not limited to, the following:**
- Field inquiries from faculty, staff and students, resolve issues and provide information in accordance with University Policy and Procedure
  - Monitor and order supplies for department, using department purchasing card (PCard) and reconcile monthly PCard Expenses
  - Room Booking Coordinator
  - 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.
  - Coordinate payroll information and process concur claims
  - Perform general office duties: mail, fax and copier, organize mailbox arrangements
  - Maintain Department Library

### Required Qualifications

#### **Education**

- College Diploma in business communication or equivalent combination of experience and education

#### **Experience**

- 3-5 years of administrative experience in an academic environment
- Proven high-quality customer service interactions with faculty, staff and students.
- Proficiency with word processing and spreadsheet software, web development tools, Quest, Infosilem DCU scheduling system and LEARN.
- Sound Knowledge of university policies and procedures, particularly in the realm of undergraduate and tri-agency requirements.
- Knowledge of financial and payroll policies and procedures

#### **Knowledge/Skills/Abilities**

Client Service; ability to respond to customer need in a timely, professional, and courteous manner to resolve issues; ability to effectively communicate service standards to client satisfaction; demonstrates a high level of empathy, resourcefulness and willingness to help others.

Teamwork and Relationship Building; ability to proactively find collaborative solutions to problems that avoids conflict; excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts.

Communication; demonstrated ability to handle confidential and sensitive information with discretion; proven business-appropriate oral and written communications skills with the ability to use a wide range of medium to communicate information (e.g., notice, memo, meetings, electronic mail).

Managing Change; ability to be flexible and adapt to change; ability to champion change efforts and use technological solutions to improve processes and communication.

Problem Solving; excellent organizational skills, analytical, and problem solving abilities; proven ability to manage multiple priorities with a high level of initiative, flexibility, accuracy and detail; demonstrative decision-making skills, including the ability to ask probing questions to determine customer needs.

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Planning and Organization; proven aptitude for attention to detail and the management of multiple demands; ability to exercise good judgment when priorities are challenged; uses sound methods to plan, track and report work.

### **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, Administrative Manager, 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, Co-operative Education and Career Services Office, undergraduate and graduate students, New Media Services (Graphic Services), Central Stores, Bookstore, MFCF, IST, Finance Office, Student Awards & Financial Aid Office, International Student Office, Math C&D and Multimedia Services (Audio-Visual Services).
- **Level of Responsibility:** Job has defined specialized and routine tasks; the incumbent receives specific guidance
- **Decision-Making Authority:** Decide on task priorities given multiple deadlines and demands on diverse work portfolios that can impact department operation; Uses judgement to discern queries and scenarios in workflow that warrant serious consideration of the Chair, Undergraduate Associate Chair, and Administrative Manager; responds directly to routine queries.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Minimal demands typical of an administrative position within an office environment