

Job Description

Job Title:	Program Coordinator, Graduate and Postdoctoral Programs
Department:	Centre for Teaching Excellence (CTE)
Reports To:	Senior Educational Developer, Graduate Programs and Internationalization
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	January 2019

Primary Purpose

The Centre for Teaching Excellence aims to foster teaching excellence, innovation, and inquiry by supporting instructor development, promoting a community around teaching, and nurturing a culture of teaching and learning at Waterloo. The Program Coordinator, Graduate & Postdoctoral Programs works with the Senior Educational Developer, Graduate Programs and Internationalization and the Graduate Programming Team to provide comprehensive administrative and instructional support for graduate students and postdoctoral fellows. The position has three main areas of focus: 1) Client-facing advising and communications, 2) Program administration and instructional support, and 3) Analysis and improvement of programs and tools.

Key Accountabilities

Client Advising and Communications

- Provides front-line support to graduate students and postdoctoral fellows and makes referrals to other CTE staff members as appropriate
- Implements all program admissions systems including application review workflows and waitlist management and adjudicates applications with the Educational Developer, TA Training & Writing Support
- Advises graduate students and postdoctoral fellows on program options and assesses admission eligibility
- Monitors student progress in the Centre's programs to provide regular updates to the Senior I Educational Developer, Graduate Programs and Internationalization, and liaises with Graduate Studies and Postdoctoral Affairs (GSPA) for effective tracking and recording of program completions on student transcripts
- Writes and maintains the Centre's graduate and postdoctoral programming website and publicizes Centre's events for graduate students and postdoctoral fellows
- Maintains listservs and prepares other communications to graduate students, postdoctoral fellows and student-staff facilitators
- Ensures all materials comply with accessibility and copyright regulations and practices

Instructional Support and Learning Technology

- Ensures course administrative set up to facilitate the smooth operation and delivery of the certificate courses within the University's learning management system (LMS)
- Assists with the development of digital materials and online content to promote active learning
- Conducts accessibility and usability testing of courses in LMS and ensures that course materials meet quality standards
- Troubleshoots with colleagues at CTE and IST to overcome technological and instructional challenges

Job Description



- Maintains, with documentation, up-to-date administrative processes and configuration for the online course components
- Assists the Senior Educational Developer, Graduate Programs and the Educational Developer, TA Training & Writing Support with ongoing course improvements and course modifications within LMS

Program Administration

- Manages the administration of a range of teaching development programs for graduate students and postdoctoral fellows offered in a range of modalities (i.e., on-site, online, hybrid), ensuring the documentation and the maintenance of up-to-date administrative processes and developing new processes and procedures to enhance effectiveness and efficiency
- Participates in configuration and testing to implement and maintain solutions for registration, enrolment, and tracking of program participants
- Manages event registration and supports users
- Verifies and grants program credit for completion of different modules from open educational resources approved by the Centre, assesses other prior learning of potential participants
- Selects and integrates the necessary technological solutions to support operation of graduate and postdoctoral programs including integration with existing solutions on campus (e.g., LEARN, Quest, portfolio software, event registration system)

Data Management and Analysis

- Uses data extraction tools to query data from the WCMS registration forms, training and development registration system, student information system, and University's learning management system
- Inputs, maintains, and analyzes large datasets of registration, attendance, and completion data for graduate student and postdoctoral fellows programs
- Works with Educational Research Associate to produce customized data reports for Centre's internal and external report needs (e.g., annual reports and program reviews)
- Ensures the integrity of data
- Analyzes graduate programming surveys and puts forward recommendations for program improvements

Supervision and Relationship Management

- Assists in the recruitment and co-supervises co-op students and a team of student-staff facilitators
- Assists with training and mentoring of graduate-student staff hired to support teaching certificate programs
- Participates in mid-term and end-of-term evaluations of co-op students, delegation of tasks, and handling of performance issues.

**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

- Bachelor's degree plus relevant experience

Experience

- Experience with program administration for large-enrollment, high-volume programming in a university setting

Job Description



- Demonstrated experience with learning management systems (LMS), registration systems, and reporting software (e.g. database querying)
- Record of successful project management, working both independently and collaboratively

Knowledge/Skills/Abilities

- Working knowledge of the graduate studies environment
- Strong skills in the areas of problem-solving, listening and referral
- Strong written and oral documentation skills, including writing website materials and system documentation
- Knowledge of pedagogical and administrative issues in relation to learning management systems
- Proficiency with data analysis techniques for program monitoring and improvements
- Proficiency with database systems, including running queries and generating data for reports using spreadsheets
- Ability to prioritize tasks in order to meet deadlines in a high-volume environment
- Excellent attention to detail, particularly with written communications and data entry
- Professionalism and respect for disciplinary and cultural differences
- Ability to work independently, addressing issues and problems quickly and efficiently
- Intermediate to advanced skills in MS Word, MS Excel, SharePoint and MS Access (or other database)
- Intermediate skills in web content writing and web content management
- Ability to learn new software

Nature and Scope

- **Contacts:** Works closely with the SED, Graduate Programs and Internationalization; ED, TA Training and Writing Support; graduate-student staff, Program Coordinator, Faculty Programs and co-op students. Interacts regularly with all members of CTE, as well as staff members in other units (e.g., Graduate Studies and Postdoctoral Affairs). Extensive interactions with graduate students and postdoctoral fellows.
- **Level of Responsibility:** Provides service to campus clients under direction of manager, co-guides graduate-student staff and co-op students in their roles
- **Decision-Making Authority:** Problem-solves and selects/manages solutions and communications under general guidance of manager and general principles of CTE
- **Physical and Sensory Demands:** Attention to detail is key. Some moving and lifting of objects and furniture to support workshop room setup occasionally.
- **Working Environment:** Office-based work with interruptions, workshop room monitoring, occasional exposure to stressful situations in client interactions and deadline-driven projects.