

## Job Description

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<b>Job Title:</b>	Manager, Graduate Studies
<b>Department:</b>	Chemical Engineering
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	Graduate Studies Assistant
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	January 2018

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### **Primary Purpose**

The Chemical Engineering Graduate Office serves all graduate students and non-traditional special program students, such as exchange students. The Manager, Graduate Studies is responsible for the administration of the Chemical Graduate program and is accountable to the Associate Chair, Graduate Studies for delivering services to support graduate learning. The scope of the position encompasses oversight of graduate student recruitment, academic counselling and advising, operational leadership, graduate calendar changes, scholarships and student communications. This position requires a high degree of knowledge of the requirements for seven programs. In addition, the Manager supports the implementation of new initiatives and programs.

### **Key Accountabilities**

#### **Management of Graduate Studies Programs**

- Strategic planning and implementation in reference to admissions, recruitment, scholarship planning and awarding of scholarship payments
- Oversee all admission policy/procedure for seven programs
- Oversee the provision of academic advisement and records management for graduate studies
- Ensures graduate studies activities and deadlines are accomplished according to policy, procedure and regulation
- Ensures consistent application of University, Faculty and Department academic regulations of various degree programs
- Reviews academic progression reports and presents recommendations on student advancement to Graduate Review Committee as necessary
- Prepares information for term official government count
- Provides confidential advising, which may require immediate action to connect students in crisis or with personal difficulties with University resources e.g. counselling services
- Outlines options, recommends approach and provides referrals to faculty members dealing with student issues
- Interprets and explains graduate policies and administrative procedures, and serves as a liaison between program faculty and the graduate studies administration
- Advises students on academic petitions, student grievance and student academic discipline policies
- Responsible for paying teaching assistants over three academic terms
- Identify course and curricular changes for faculty academic review for approval prior to seeking senate approval
- Acts as the department's graduate calendar representative, edits and proofreads all graduate calendar submissions
- Oversee the application process and offers to meet admissions targets for seven programs

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<ul style="list-style-type: none"><li>• Participates in recruitment initiatives and events</li><li>• Reviews recruitment materials and verifies marketing messaging is correct and reliable</li><li>• Liaises with other University departments to resolve issues and concerns to ensure best practices are met</li><li>• Directs department new graduate orientation each term</li><li>• Collaborates with academic and student services departments and student organization to implement services and processes to support student learning and student experience</li></ul>
<b>Consultation and Evaluation</b> <ul style="list-style-type: none"><li>• Provides updates on student issues or problems and recommendations for issue resolution</li><li>• Liaises with Associate Chair on graduate concerns or identified anomalies</li><li>• Identifies potential impact of new proposals, program revisions, changes to academic policy or implementation of initiatives on established practice</li><li>• Reviews suggested changes and ensures their viability, offers suggestions for improvements, identifies inconsistencies or problems</li><li>• Provides statistical information and analysis, reports, background information and special project support to Associate Chair and Graduate Studies Committee</li><li>• Compiles statistical data and assists with the OGS and NSERC program review process and preparation of appraisal reports</li><li>• Develops and implements new procedures and processes to improve service quality and stakeholder satisfaction</li></ul>
<b>Supervision of Graduate Studies Staff</b> <ul style="list-style-type: none"><li>• Supervises and monitors activities and workload demands, reassigns work or assign special projects</li><li>• Determine deadlines, schedules, and priorities, balancing operational requirements and strategic considerations</li><li>• Provides guidance, problem-solving support or solutions beyond staff's scope and authority. Initiates cross-training to balance workload and absence coverage</li><li>• Mentors and identifies staff capability, promotes skill development and training for career development and advancement</li><li>• Completes and conducts performance evaluations</li><li>• In conjunction with the Administrative Officer, participates in the hiring of graduate administrators</li></ul>
<b>Other</b> <ul style="list-style-type: none"><li>• Monitors the department's web pages and coordinates updates to the graduate pages</li><li>• Sits on the Dean's Marketing and Recruitment committee</li><li>• Special projects and other duties as assigned by Associate Chair or Administrative Officer</li></ul>

### Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• Completion of a College Diploma in business administration or related field required, Bachelor's degree preferred.</li><li>• A combination of equivalent education and/or experience will be considered.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3-5 years' of administrative experience required, preferably in an academic setting related to academic program advising such as interpreting, applying and relaying complex policies</li><li>• 1-2 years' of supervisory experience including leadership experience to guide process change</li></ul>
<b>Knowledge/Skills/Abilities</b>

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- Intermediate skill level using Microsoft Office suite, Quest, and web databases such as OnBase, Sharepoint, and WCMS
- Ability to navigate web resources and use online applications and tools
- In-depth knowledge of Graduate Studies policies and procedures
- Proven ability to work within a team environment
- Strong communications skills
- Ability to multi task in a fast paced environment with daily interruptions and deadlines
- Ability to analyze statistical data for reporting
- Motivated and positive attitude

### **Nature and Scope**

- **Contacts:** Internal contacts include Chemical Engineering staff, faculty and students, Finance, Engineering Graduate Studies Office, and various contacts in the Graduate Studies/Postdoctoral Affairs. External contacts include providing guidance to potential graduate applicants and incoming graduate students.
- **Level of Responsibility:** This position has specialized work with minimal supervision. The Coordinator must demonstrate a deep understanding of the student experience from recruitment to graduation. This position is responsible for supervision of Graduate Studies staff and ensuring proper assignment of duties, mentoring, and oversight of performance.
- **Decision-Making Authority:** This position contains complex and non-routine issues requiring self-directed decision making in consultation with the Associate Chair and Administrative Officer.
- **Physical and Sensory Demands:** Demands typical of a position operating within a fast paced office environment with multiple interruptions and many deadlines. Peak times include high volumes of requests through email, phone and in-person appointments.
- **Working Environment:** Office based, regular working hours. May be required to attend recruitment related events outside of regular working hours.