

## Job Description



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<b>Job Title:</b>	Graduate Program and Research Coordinator
<b>Department:</b>	School of Architecture
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	September 2020

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### **Primary Purpose**

Reporting to the Administrative Officer and providing support to the Associate Director, Graduate Studies and Associate Director, Research,, the Graduate Program and Research Coordinator (GPRC) manages the administration of the graduate program and supports the research activities of students and faculty in the School of Architecture. Significant aspects of the position include academic and administrative management of the MArch degree program and processes, oversight of academic counselling and advising, and being the primary point of contact for prospective and current students in the graduate program. The incumbent must be knowledgeable of policies and procedures related to Graduate Studies at the University of Waterloo.

### **Key Accountabilities**

#### **Graduate Student Support and Advising**

- The GPRC serves as the first point of contact for all prospective and current MArch students.
- Provide confidential advising to students of their individual course and program/ goals during the academic cycle (guidelines, course requirements, milestones, etc.) in accordance with University policies and procedures. Responses can be by telephone, in-person, and in writing; sensitive to the needs of a wide client base including internal/external transfer students, international students, and students registered with AccessAbility.
- Provide information on transition, transfer credit assessment, academic discipline, academic progress, petitions and escalations for registered students.
- Primary contact for students in crisis. Provides immediate direction to students in a sensitive and confidential manner (academic concerns or personal matters). Connects students with appropriate campus resources and support (Ex. Counselling Services, UW Campus Police, Here 24/7, Good2Talk, etc.).
- Advises students on scholarship opportunities, provides updates and disseminates information to students with respect to their eligibility, advises students on procedures and deadlines for applying to scholarship competitions.
- Manages enrolment permissions, graduate course scheduling, course overrides, and coordinates the receipt, review and submission of graduate course grades in accordance with University deadlines.
- Provides guidance and oversees administrative process for scheduling of thesis defenses and ensures follow up with students through to submission of application to graduate.
- Assists in the resolution of highly sensitive matters brought forth to the Associate Director of Graduate studies as needed.

#### **Program Administration**

- Provide administrative support to the Graduate Officer in all matters relating to the graduate program. This includes providing background research and support to assist in the academic decision-making process for admission to the graduate program, planning, research and data collection.
- First point of resource regarding policies and procedures related to graduate studies and MArch degree requirements.
- Manages a portfolio of student-related functions from orientation to graduation, including, academic advising, student funding, petitions, professional association registration, and thesis defenses.
- Manages and maintains departmental databases (eg. Thesis database, admissions, student progress and time to completion).
- Supports the School's professional accreditation review and internal program review.
- Ensures the Graduate Calendar is up to date and reflects academic standards/requirements and procedures.
- Manages graduate student course scheduling, inputs into the DCU.
- Maintain accurate academic records; initiating, collecting, and submitting time extension petitions; verifying convocation; monitoring completion of degree requirements by maintaining accurate student records.
- Maintains Graduate handbook and regularly updates policies and processes specific to the MArch program (eg. Supervisor selection, thesis defence process, studio course selection etc.).
- Administer Teaching Assistant applications each term and work collaboratively with the Associate Director, Graduate Studies to assign TA positions, complete hiring process of TA's in Workday
- Responsible for allocating admission scholarships, department funding allocation for external scholarships and maintaining up to date tracking of the annual Scholarship budget.
- Manage bi-yearly bulk CACB certification for recent MArch graduates.
- Prepares text and updates for MArch future and current graduate student webpages.
- Support students through co-op process and ensure co-op milestones are completed.

### **Admissions and Recruitment**

- Handles all departmental correspondence with prospective students, visitors, and applicants; including Visa and immigration enquiries.
- Responsible for the administration of the School of Architecture graduate admission processes, including review of applications via OnBase ensuring that minimum University admission requirements have been met, including degree, academic standing, English language proficiency certification, financial support, recommended level of study and averaging of transcripts.
- Advises Graduate Admissions Committee on admissible candidates and circulates applicant files for committee portfolio review.
- Prepare Offer of Admission/Acceptance Letters for accepted students, obtain appropriate authorization, and ensures correct interpretation and adherence to graduate regulations as they apply to Offer Letters and Admission Recommendations.
- Provide admission reports for the Associate Director Graduate Studies and Director, as requested through Faculty Data Extracts available on the University Quest system to assist in the academic admission decision- making process.
- Coordinates internal recruitment events for BAS students.

- Develop and implement recruitment events and strategies to promote the program to external prospective students.

### **Research Support**

- Organization and administration of the application process for several internal and external scholarships (OGS, SSHRC, NSERC,), which includes reviewing, tracking and editing applications using complex eligibility and procedural criteria.
- Reviews research grant applicants for eligibility, ordering transcripts and calculating transcript averages, checking for accuracy, tracks applications.
- Liaises with the Engineering Research Office, the Engineering Graduate Office, as well as the Graduate Studies and Postdoctoral Affairs Office for issues related to payments, programs, award applications and supplementary funding.
- Support Faculty in disseminating RA opportunities, and assist in the selection process if required, coordinate with FO to complete hiring process.
- Identify research opportunities either directly, via the Engineering Research Office or through the Office of Research and informs appropriate faculty member and students.
- Maintain a database of granting agencies, record of past and present research support in the School, track applications, record funding received and report on rate of success.
- Work with Associate Director, Research to organize workshops and mentoring sessions for research project development, grant application and identify opportunities for partnerships and dissemination of research.

### **Events and Student Engagement**

- Oversee the organization of recurring departmental events for students, including orientation, annual awards banquet, graduate symposia, convocation and thesis final review days.
- Coordinate student communications to enhance student engagement.
- Act as liaison between main campus and the School of Architecture to ensure graduate students are informed of events on campus and coordinate with other departments to bring workshops and student engagement opportunities to the Architecture campus.
- Communicate and disseminate relevant external event information and professional opportunities to students.
- Work collaboratively with student groups to support student events and initiatives and maintain positive working relationship with graduate student groups.

*\*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

<b>Education</b> <ul style="list-style-type: none"><li>• University degree or equivalent post-secondary education and/or equivalent education and experience in an academic environment.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Minimum 2 years' experience in an academic environment demonstrating solid knowledge of UW policies and procedures as they apply to recruitment, admissions and graduate studies</li><li>• Experience working at a satellite campus is an asset</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Exceptional verbal and written communication skills</li><li>• Demonstrated problem solving and effective time management skills</li><li>• Independent judgement in time management, task prioritization and decision-making</li><li>• Proven ability to manage a large volume of work, conflicting priorities and deadlines</li><li>• Excellent human relations skills; proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students.</li><li>• Intermediate experience with Microsoft Word, Excel, Outlook, Quest, Learn</li><li>• Experience with OnBase would be a definite asset.</li></ul>

### Nature and Scope

- **Contacts:** Internal: School Director, staff and faculty, Engineering Graduate Office, Graduate Studies and Post Doctoral Affairs, Waterloo International, Dean of Engineering Office, Office of Development and Alumni Affairs, Co-op, Office of Research, Centre for Teaching Excellence. Finance. HR/Payroll External: Canadian Architectural Certification Board, Royal Architectural Institute of Canada, Architectural Research Centers Consortium, American Institute for Architects, Ontario Association of Architects. Award donors, external award competition coordinators.
- **Level of Responsibility:** The incumbent is expected to show initiative and be able to work independently as well as in a collaborative team environment. This position requires a high degree of knowledge of University policies and procedures as well as the admission and degree requirements.
- **Decision-Making Authority:** The incumbent must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments. Any issues beyond the scope of the above outlined responsibilities would be escalated to the Associate Director, Graduate Studies, Associate Director, Research, or the School Director.
- **Physical and Sensory Demands:** Minimal physical and sensory demands; considerable work conducted at a computer workstation with demands typical of an administrative position operating within an office environment (interruptions)
- **Working Environment:** Environment is typical of an administrative position where there are regular deadlines and exposure to others. Some exposure to disagreeable conditions; deals with people who may be upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Occasional evening and weekend work required to support student engagement and events may be required.