

## Job Description



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<b>Job Title:</b>	Undergraduate Awards Coordinator
<b>Department:</b>	Registrar's Office
<b>Reports To:</b>	Manager, Undergraduate Awards
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	July 2017

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### **Primary Purpose**

The UG Awards Coordinator (AC) provides functional support in the delivery of undergraduate awards at the University of Waterloo including a range of activities related to award payments, communications, website and web form maintenance, and award program administration. The AC advises current and prospective UG students on award options, eligibility criteria, as well as application policies and guidelines. In addition, the AC coordinates the UW Work Placement program. Tasks are varied, comprehensive, and frequently of high volume, and the AC is expected to prioritize and organize work to ensure tasks are completed by weekly, monthly and term deadlines.

### **Key Accountabilities**

#### **Award coding and review**

- Responsible for weekly manual data entry (coding) of awards for UG students and bursaries for both UG and Graduate students to the student administrative system (Quest/PeopleSoft) in order that the funds can be applied to the student account and/or generate payment to recipients. Quest provides students with real-time access to award information, which makes it imperative that the incumbent demonstrates attention to detail.
- Manually disburses funds to the student account, as required.
- Responsible for addressing and correcting any award eligibility issues brought forward as they relate to program changes, change of status, and withdrawals.
- Generates and manages a weekly activity and communication report to analyze all award transactions for accuracy as well as to facilitate email messaging to recipients.
- Responsible for manual data entry of entrance scholarship and bursary offers, adjustments, and cancellations for newly admitted students.

#### **Processing of external agency award payments**

- Deposits and monitors all award payments received from external agencies
- Codes awards to ensure students receive funds in a timely manner.
- Reconciles account on a monthly basis (over \$1.3 million in activity in 2016/17) through the Unit 4 Financial system.
- Communicates with external agencies and/or students to resolve payment issues.

#### **Co-ordinate UW Work-Placement program**

- Supports the Director, SAFA with all matters related to the administration of the UW Work-Placement program.
- Submits memos/emails to executive assistants, departments, etc., monitors job allocations, and designs/updates forms and website as required.
- Processes applications, screens students for eligibility, monitors students hired, and ensures paperwork is submitted by payroll deadlines. Assists departments with processing payroll forms.
- Reconciles Work Placement payroll accounts.
- Answers inquiries from CECA, employers, and students.

#### **Communication and client service**

- Applies comprehensive job knowledge to effectively advise current and prospective UG students on award options, eligibility criteria, as well as application policies and guidelines.

## Job Description

<ul style="list-style-type: none"> <li>• Uses sound judgement and problem solving skills to respond to the majority of student inquiries related to UG awards and to determine when to refer complex situations over to appropriate staff or department.</li> <li>• Uses tact and diplomacy in responding to clients while adhering to UW Policy #19 – Confidentiality of Student Records.</li> <li>• Ensures a timely response to email, telephone, and in-person inquiries from students, parents, support, and management staff within the Registrar's Office and in various departments across campus, external award agencies, etc.</li> <li>• Maintains continuous, open and consistent communication with others.</li> <li>• Demonstrates proficient written and oral skills.</li> <li>• Participates in various annual outreach events as required, e.g., Ontario Universities Fair, Fall Open House, etc.</li> </ul>
<p><b>Website and web form maintenance</b></p> <ul style="list-style-type: none"> <li>• Collaborates with the awards team to edit, update, design, and manage awards-related content on the SAFA website, including the UG awards database and the entrance awards database.</li> <li>• Attends seminars offered by IST and upgrades knowledge and skills by taking IST courses applicable to web development and accessibility.</li> <li>• Provides support to the design, implementation, and editing of on-line award application web forms and web accessible fill-in PDF forms.</li> </ul>
<p><b>Award Program and Team Support</b></p> <ul style="list-style-type: none"> <li>• Supports the Manager and Awards Officers with various activities related to the administration of individual award programs and competitions as well as the International Experience Award program. Activities may include preparing materials for award selection committees, managing web form/application submissions, preparing donor letters, filing etc.</li> <li>• Prepares reports to facilitate communications to unsuccessful award applicants.</li> <li>• Generates recipient reports in response to Advancement or Faculty requests.</li> <li>• Works cooperatively with the team to facilitate achievement of goals.</li> </ul>

### Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Undergraduate degree and/or equivalent work experience</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Extensive administrative experience in a customer service environment within the postsecondary sector required (preferably in a Registrar's Office environment).</li> <li>• Experience working with PeopleSoft Student Information System preferred.</li> <li>• Experience updating websites, and creating and accessible forms an asset.</li> <li>• Experience interpreting policies and procedures related to admission and records preferred.</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal, organizational, written and oral communication skills required.</li> <li>• Demonstrated analytical and problem solving skills.</li> <li>• Proven aptitude for detail and accuracy.</li> <li>• Demonstrated initiative.</li> <li>• Ability to work independently and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes of work.</li> <li>• General knowledge of the Ontario Student Assistance Program (OSAP) an asset.</li> <li>• Intermediate proficiency with MS Office, Microsoft Excel, and Adobe Professional</li> <li>• Intermediate proficiency with web design software, e.g., WCMS</li> </ul>

### Nature and Scope

**Contacts:** This position is one of three reporting to the Manager, Undergraduate Awards, and works independently and collaboratively with the team. Internally, provides general or detailed information and/or obtains information from: support and management staff within the Registrar's Office support and management staff within Finance, CECA, as

## Job Description

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well as various other departments across campus. Externally, this position provides general or detailed information and/or obtains information from: Students, parents, high school guidance counselors, external award agencies.

**Level of Responsibility:** This job has specialized work with minimal supervision and provides general and specific information as well as guidance to others.

**Decision-Making Authority:** Applies sound judgement and job knowledge to determine when students should receive external award payments and internal awards in limited cases.

Assesses Work Placement applications to ensure students meet minimum eligibility criteria before moving them on for further consideration.

Ensures problems are brought to the attention of an Awards Officer, Manager, Undergraduate Awards, or the Director, Student Awards and Financial Aid.

Supports and acts on decisions.

Sometimes dealing with exceptions using policies and procedures to come to a decision.

**Physical and Sensory Demands:** Minimal demands, typical of an administrative position within an office environment.

**Working Environment:** Normally participates in annual Ontario Universities Fair in Toronto. Otherwise, no travel required. Regular working hours with occasional evening/weekend work required. The incumbent must be sensitive to the often extreme and prolonged stresses under which SAFA and other staff in the office must work. This role involves exposure to irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, emails and unplanned but urgent support requests at different times of year).