

Job Description

Job Title:	Undergraduate Awards Coordinator
Department:	Registrar's Office
Reports To:	Manager, Undergraduate Awards
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	February 2024

Primary Purpose

The Undergraduate Awards Coordinator provides functional support in the delivery of undergraduate awards at the University of Waterloo for both new and returning students. The incumbent is responsible for a range of activities related to award payment processing for internal awards and for the management of all award funds submitted by external agencies. This role is client focused, advising current and prospective undergraduate students on award options, eligibility criteria, as well as application policies and guidelines. The role supports the Manager, Undergraduate Awards and the Undergraduate Awards Officers in the administration of individual donor-funded awards as well as institutional award programs. Tasks are varied, comprehensive, and frequently of high volume, and the UGAC is expected to prioritize and organize work to ensure tasks are completed by weekly, monthly and term deadlines.

Key Accountabilities

Undergraduate Award Payments and Processing

- Responsible for adding individual undergraduate award payments to the Student Information System (Quest) following a weekly cycle so that recipients have access to funding in a timely manner.
- Prepares payment reports to facilitate bulk award uploads.
- Ensures that funds are applied to the correct term based on enrolment status, purpose of funds, payment cycles, etc.
- Generates and manages a weekly activity and communication report to reconcile all award payments for accuracy as well as to facilitate customized email messaging to recipients.
- Determines and makes adjustments to awards based on changes to enrolment status, withdrawals, immigration status, etc., to ensure compliance with University policies and individual award criteria.
- Manually releases funds to the student account, as required.
- Responsible for individual data entry of entrance award offers, adjustments, and cancellations for newly admitted students.

f External Agency Award Funds Processing

- Responsible for preparing and submitting cheque deposits to Finance and/or providing applicable account details for EFT submissions for all award funding submitted by external agencies for undergraduate students (~\$2M in fiscal 22/23).
- Processes award payments in Quest to ensure students receive funds in a timely manner.
- Maintains a detailed report of all funding received and distributed and to track future term payments.
- Responsible for accurate reconciliation of all revenue and expense in the associated trust account.
- Investigates and resolves payment issues in collaboration with Finance, external agencies, students, etc.
- Runs transaction reports from Unit4, the Universities financial system, to facilitate reconciliation of external agency funding.

Communication and Client Service

- Ensures a timely response to inquiries from students, parents, support, and management staff within the Registrar's Office and in various departments across campus, external award agencies, etc.
- Provides Tier 2 support to the Student Service Centre for in-person and phone inquiries.

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- Applies comprehensive job knowledge to effectively advise current and prospective UG students on award options, eligibility criteria, and application policies and guidelines.
- Uses sound judgement and problem-solving skills to respond to student inquiries related to UG awards, while adhering to UW Policy #19 – Confidentiality of Student Records.
- Maintains open and consistent communication with the team.
- Participates in various annual outreach events as required, e.g., Ontario Universities Fair in Toronto, on-campus open houses, etc.

Award Program Administration and Team Support

- Responsible for organizing submissions and determining eligibility for the President's International Experience Awards and President's Research Awards, based on an understanding and interpretation of established criteria and guidelines.
- Works collaboratively with the Manager and Awards Officers on various activities related to the administration of individual award programs and competitions. Activities may include preparing materials for award selection committees, managing web form/application submissions, etc.
- Completes various set-up tasks for newly established awards to help ensure appropriate reporting, tracking, and workflow.
- Responsible for providing updates to awards-related website content including the UG awards database, using the Waterloo Content Management System (WCMS).
- Prepares reports to facilitate communications to unsuccessful award applicants.
- Generates standard Query reports of award recipient data from the Student Information System (PeopleSoft) to support Faculty requests, donor stewardship requests, etc.
- Participates in special project activities as required.

Required Qualifications

Education

- Undergraduate degree and/or equivalent work experience

Experience

- Extensive administrative experience in a customer service environment within the postsecondary sector required (preferably in a Registrar's Office environment).
- Experience working with PeopleSoft Student Information System preferred.
- Experience interpreting policies and procedures related to admission and records preferred.
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Knowledge/Skills/Abilities

- Excellent interpersonal, organizational, written, and oral communication skills required.
- Experience with Microsoft Office suite of software, Advanced Microsoft Excel, and Adobe Professional skills required.
- Demonstrated proficient data entry skills.
- Demonstrated analytical and problem-solving skills.
- Proven aptitude for detail and accuracy.
- Demonstrated initiative.
- Ability to work independently and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes of work.
- General knowledge of the Ontario Student Assistance Program (OSAP) an asset.
- Proficiency with web design software, e.g., WCMS

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, as 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, etc.

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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 some internal award programs.

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: Regular working hours with occasional evening/weekend work required to support off and on campus events. 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).