

## Job Description

<b>Job Title:</b>	Academic Advisor, International
<b>Department:</b>	Mathematics Undergraduate Office
<b>Reports To:</b>	Director, Mathematics Undergraduate Office
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7/8
<b>Effective Date:</b>	February 2020

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### **Primary Purpose**

The position is responsible for academic and non-academic advisement of on-campus and online students in the Faculty of Mathematics, with a particular focus on international students, first year students, and academic plans that are the responsibility of the Mathematics Undergraduate Group. This position serves as a resource for and supports officers and members of the Faculty of Mathematics in areas of policy and practice.

### **Key Accountabilities**

#### **Student Advising:**

- Provide academic advising on course/program selection and changes, degree requirements, preregistration, and all academic issues for a designated group of students.
- Interpret and apply regulations, procedures and policies for students e.g. enrollment, transfer, appeal processes, course records, admissions;
- Monitor the academic progress of specific groups of students and provide outreach/academic counselling to students in academic trouble.
- Report on and monitor academic progression for one or more cohorts of students
- Assists with the academic advisement for one or more cohorts of students to determine degree requirements
- Assist department advisors with academic progression and academic advisement
- Advise and respond to inquiries of students interested in enrolling in the program/major that the advisor is responsible for
- Participates in the Math Undergraduate Office front counter rotation schedule
- Deliver immediate support to students in distress; follow up with appropriate referrals
- Summarize and document advice given to each student to ensure continuity and consistency
- Assist students in the preparation of petitions, letters of permission, and other requests.
- Work with the SSO's International Student Experience group
- Receive ongoing training and apply a continually evolving understanding of both the breadth and boundaries of his/her authority in relation to his/her duties:
  - Mathematics' undergraduate curriculum and academic requirements for all programs;
  - Mathematics' admissions regulations and practices, including transfer credit regulations pertaining to a wide variety of academic institutions;
  - the areas of expertise that are of particular relevance to his/her position;
  - the University policies and Faculty regulations of particular relevance to student issues;
  - the sources of support and help that are available to students, both within and outside the University.

**Provide research and operational leadership associated with one or more Advising projects:**

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- Research and report on best practices related to the project;
- Develop and record metrics used to measure success;
- Analyzing and reporting on students in particular risk categories;
- Research and implement new technologies related to the project;
- Provide leadership across the Faculty or University for project initiatives;
- Ensure broad communications of process and outcomes;
- Recommend and possibly develop training or documentation related to the project;
- Projects may include, but are not limited to, the following alphabetically-ordered list:
  - Academic Advisement
  - Academic Discipline
  - Academic Progression
  - Calendar maintenance
  - Exchange advising
  - First Year Experience
  - International Student advising
  - Plan approvals and course changes
  - Scheduling and Timetabling processes and associated decisions
  - Standings and Promotion
  - Student Liaison programs such as mentorship and ambassadorship
  - Student Records
  - Support for curricular changes
  - Tutorial Centre

### **Student Coaching, liaison and events:**

#### **Duties may include, but are not limited to, the following:**

- Coach student leaders of councils, clubs and committees, providing advice and guidance for their operations
- Communicates with colleagues throughout the Faculty to ensure student perspectives are brought to relevant discussions and are considered in decisions
- Participates in development of, and communication associated with, workshops and resources for students as directed
- Represent the Faculty interests, with respect to student events and initiatives, on University-wide functions and committees
- Ensures that student representation is maintained on Faculty and University committees
- Assists Faculty event leaders with the recruitment and coordination of student volunteers
- Assists students with the recruitment of faculty and staff to participate in student events and initiatives, and with the associated communications efforts
- Assists and advises students in obtaining resources and funding from the Faculty for their initiatives
- Attends, as directed, Universities Fair, March Break Open House, and other events
- Serves as the Faculty's liaison to the SSO for new student transition activities, e.g. Math 101
- Co-ordinates the Faculty's participation in transition events (Orientation, Math 101)

### **Communications**

- Distribute communications to appropriate audiences which may include print, mass emails, web pages, and social media
- Ensure that all information posted or available for distribution to students is up-to-date
- Training and communication to faculty and staff of procedure and policy changes
- Preparation of formal letters, reports and statements
- Prepare and deliver agendas and minutes for assigned committees
- Develop and deliver education programs and information for students

## Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• University degree; equivalent combination of education and experience will be considered</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3 to 5 years of progressive experience performing duties related to the above-mentioned key accountabilities, including demonstrated experience providing sound academic advice and interpreting academic policy</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Fluent in Mandarin, both oral and written is an asset</li><li>• Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude.</li><li>• Ability to provide crisis support to students</li><li>• Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.</li><li>• Maintains confidentiality and demonstrates a sensitivity to diversity</li><li>• Demonstrated ability to foresee impact of change and determine what adjustments may be necessary</li><li>• Demonstrated ability to undergo continual training in matters of changing policy, as well as changing cultural trends</li><li>• Consults multiple sources for accurate information; notices inconsistencies in available information</li><li>• Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged</li><li>• General knowledge of post-secondary curriculum, academic requirements and admission regulations; knowledge of the Faculty of Math undergraduate curriculum, academic requirements, and admission regulations is preferred</li><li>• Working knowledge of student needs and concerns, and best practices and techniques related to student engagement and success</li><li>• A team player who shares knowledge and works collaboratively</li></ul>

*\*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.*

## Nature and Scope

- **Contacts:** Internally, this position interacts regularly with Faculty of Math staff regarding student advising related matters. Nature of interactions include responding to questions and inquiries and collaborating on work initiatives. Externally, this position interacts regularly with students. Nature of interactions include providing academic advising services and responding to questions, inquiries and complaints.
- **Level of Responsibility:** The position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others, including academic advice to students.
- **Decision-Making Authority:** Makes independent decisions regarding student advice, academic progression, admissions. Has signing authority for approval of academic program changes, course changes, petitions, and recommendations to graduate. Retains signing authority for the approval of academic program changes, course changes, marks processing, Petitions for Exception to Academic Regulations, and Recommendations to Graduate

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- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment with deadlines, changing priorities, and large volumes at various times throughout the year.
- **Working Environment:**
  - Travel: None
  - Working Hours: Regular working hours, some evening/weekend work required.
  - Risks (Physical): No significant risks.
  - Risks (Psychological): Interactions with people who are upset or angry and/or have mental health concerns.