

Job Description

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| Job Title: | Undergraduate Program Assistant |
| Department: | Recreation and Leisure Studies |
| Reports To: | Undergraduate Advisor |
| Jobs Reporting: | None |
| Salary Grade: | USG 5 |
| Effective Date: | May 1, 2015 |

Primary Purpose

As a member of the administrative team in the Undergraduate Office, the incumbent works closely with the Undergraduate Advisor and Associate Chair Undergraduate Studies but will take leadership in their own areas of responsibility: communications, experiential learning support, student experience support, undergraduate data support, and event management support. This position provides key communications and liaison between the Department and undergraduate students in creating a positive student experience throughout an increasingly experiential-learning-oriented curriculum. It also provides consistent support for the broader Department through communications management and event management.

Key Accountabilities

Communications Management

- Coordinating all non-academic advisement communications between the Department and the undergraduate students, using social media, Department website, Portal, Learn and other technologies as available and appropriate. Includes recruitment information (working with AHS Recruitment), student orientation, Recreation Student Association, scholarships and awards, student feedback surveys, volunteer and job opportunities, special events, Department announcements, and other communications deemed appropriate by the Undergraduate Advisor and Department Executive.
- Maintaining the undergraduate studies portion of the Department website and assisting with other sections as needed
- Updating the undergraduate handbook annually for students with accurate information
- Preparing and leading information sessions for students as needed and appropriate, including transfer student orientations, practicum information sessions, Disney experiential learning information sessions, course selection overview sessions, etc.

Student Experience Support

- Providing information and support to students and faculty as needed for experiential learning opportunities as part of the undergraduate program, including practicum courses, Disney experiences, specific course opportunities, cooperative education, guest speakers or seminar participants in courses, etc.
- Providing information and support to students from recruitment through graduation for non-academic advisement areas including recruitment inquiries, orientation activities for high school and transfer students, course enrolment management for large courses, midterm course evaluations for sessional instructors, assistance with grade submission for faculty and sessional instructors, etc.
- Liaising with AHSUM, Recreation Student Association, Living Learning Community and other student support groups to ensure smooth student transitions
- Liaising with AccessAbility Services for alternate exam arrangements as needed
- Liaising with Student Awards and Financial Aid for scholarship and award opportunities

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Undergraduate Data Support

- Maintaining all undergraduate student records within the Department
- Providing data from Quest extracts or other sources as needed for undergraduate reporting requirements, monitoring student retention rates, co-op retention, plan enrolments, English Proficiency tracking, PD tracking, etc.
- Recording minutes of Undergraduate Studies Committee meetings, including the wording and rationales for all motions submitted to the Department for approval; backup support for Department Meeting minutes as needed; tracking the submission of all undergraduate motions through all levels of approval from UG Studies to Senate

Event Management

- Providing lead coordination and support for undergraduate and department-wide events, working with AHS and other UW units as appropriate
- Managing room booking requests, equipment requests, parking for guests, travel needs for Department visitors as needed, support and liaison for student events, travel forms for Department visitors as needed, etc.
- Coordination with AHS Recruitment, Student Services, and Alumni Services, etc. for events as appropriate
- Liaising with AHSUM, Recreation Student Association, Living Learning Community, and other student service departments for student events, workshop opportunities (Brain Gym, High Five, Active Living, etc)
- Working with student volunteers to coordinate, plan and deliver Therapeutic Recreation Awareness Month activities annually in February; similarly working with other Department student groups for activities as appropriate (Entrepreneurship, etc.)

Required Qualifications

Education

- Undergraduate degree (preferably in recreation and leisure studies) and/or equivalent education and experience

Experience

- Demonstrated event planning and implementation experience
- Demonstrated student experience management preferred
- Experience with social media management for an organization or group

Knowledge/Skills/Abilities

- Proven writing ability in a variety of formats including web, email, social media, and public presentations
- Strong verbal and written communication ability and presentation skills
- Independent judgment in areas of time management, task prioritization, problem-solving, and decision-making
- Ability to work independently and collaboratively, developing and maintaining effective working relationships
- Ability to keep current with student communication technologies as appropriate
- Working knowledge of Microsoft Office software including Word (intermediate), Excel (basic), PowerPoint (intermediate) and Outlook (basic), as well as basic web content management experience

Nature and Scope

- **Contacts:** Internally – Liaison with Undergraduate Advisor, Associate Chair Undergraduate Studies, Department Executive Committee, Department faculty and staff, other academic units, AHS Recruitment, AHS Student Services, AHS Undergraduate Office, AHS Alumni Services, AHS

Job Description



Communications, AHSUM, Recreation Student Association, and undergraduate students; Externally – community engagement partners, event suppliers.

- **Level of Responsibility:** The position is expected to work independently, with strategic guidance from the Undergraduate Advisor and Department Executive Committee.
- **Decision-Making Authority:** Prepares recommendations for approval by the Undergraduate Advisor or Department Executive Committee.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** This position involves office work in a comfortable indoor area. Regular working hours, some evening/weekend work required. Occasional travel may be required. Driver's licence is an asset.