

Job Description

Job Title:	Undergraduate Program Coordinator
Department:	School of Architecture
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	November 2020

Primary Purpose

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

Key Accountabilities

Undergraduate Student Support and Advising

- The UGPC serves as the first point of contact for all prospective and current BAS students.
- Provides confidential advising to students of their individual course and program/ goals during the academic cycle (guidelines, course requirements, milestones, degree requirements etc.) in accordance with University policies and procedures. Responses can be by telephone, in-person, and in writing; sensitive to the diverse needs including students on academic stream and on co-op, international students, students registered with AccessAbility and internal/external transfer students.
- Monitors, evaluates and communicates academic standings, ensuring that academic requirements have been met and promotion decisions are correct. Facilitates resolution of academic issues by liaising between students and faculty/departments to resolve disputes appropriately.
- Provides information on transition, transfer credit assessment, academic discipline, academic progress, petitions and escalations for registered students.
- Refers students in crisis to appropriate campus resources and support services (Ex. Counselling Services, UW Campus Police, Here 24/7, Good2Talk, etc.) in a sensitive and confidential manner.
- First point of contact for exchange program information, process and advising, overseeing of incoming and outgoing exchange students to approve courses and transfer courses.
- Assists the Associate Director of undergraduate Studies and the Director in the resolution of undergraduate student matters as required.

Program Administration

- Provides administrative support to the Undergraduate Associate Director in all matters relating to the undergraduate program. This includes providing background research and support to assist in the academic decision-making process, planning, research and data collection.
- First point of resource regarding policies and procedures related to undergraduate studies and BAS degree requirements.
- Maintains in depth and current knowledge of architecture undergraduate curriculum and academic requirements for the program and admissions regulations and practices.
- Acts as the scheduling officer for undergraduate Architecture courses, working with Graduate Co-ordinator to schedule classes through consultation with faculty, optimization of classroom space and managements of cohort schedules.
- Executes academic administrative processes (e.g., exemption approval, credit transfers, changes to academic standings, grade revisions, calendar changes etc.).
- Maintains accurate and confidential student files.
- Works collaboratively with the Registrar's Office, Engineering Undergraduate Office, Co-operative Education, AccessAbility, Student Success Office and the Student Awards Office.
- Disseminates undergraduate scholarship and award information to students.
- Co-operative education liaison, includes in booking of co-op interview rooms, scheduling co-op information sessions, bi-annual Paths to Practice one day symposium and job fair.
- Assists with international and program exchanges by liaising with the Associate Director (Rome), the International Studies Office, CECS, the Office of the Registrar.
- Assists with coordinating the 4A Rome Program each year and organizing meetings to disseminate information relating to course curriculum, student life, budget considerations, and housing.
- Supports the School's professional accreditation review and internal program review.

Recruitment and Admissions

- Handles all correspondence with prospective students and applicants including admission requirements, admission process information and BAS program inquiries.
- Develops and implements recruitment events and strategies to promote the program to external prospective students and participate in University wide recruitment initiatives such as Ontario University Fair, Open House, You@Waterloo Day, etc. This includes working collaboratively with the Undergraduate Associate Director and Director to recruit Faculty and student volunteers for these events.
- Works with Registrar's Office and non-OSS Admission Specialist to review Architecture applications and present special cases for consideration by Architecture Admissions Committees.
- Ensures accuracy and consistency when reviewing files in accordance with admission requirements.
- Co-ordinates Admissions week including scheduling faculty availability, students volunteer availability and the over 400 in person applicant interview includes preparing student files, daily operations of each interview day, tracking and building databases for admission results and preparing final Offer and wait list decision list.
- Communicates all final decisions and wait list offers to the Office of the Registrar
- Provides admission reports for the Associate Director and Director, as requested through Faculty Data Extracts available on the University Quest system to assist in the academic admission decision- making and planning process.

Events and Student Engagement

- Oversees the organization of recurring departmental events for students, including 1st year academic orientation day, annual awards banquet, and the convocation celebration.
- Coordinates student communications to enhance student engagement.
- Acts as liaison between main campus and the School of Architecture to ensure undergraduate students are informed of events on campus and coordinate with other departments to bring workshops and student engagement opportunities to the Architecture campus.
- Works collaboratively with student groups to support student events and initiatives and maintain positive working relationship with undergraduate 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

Education

- University degree or equivalent post-secondary education and/or equivalent education and experience in an academic environment.

Experience

- Minimum 2 years' experience in an academic environment demonstrating solid knowledge of UW policies and procedures as they apply to recruitment, admissions and undergraduate studies
- Experience working at a satellite campus and event coordination is an asset

Knowledge/Skills/Abilities

- Excellent communication (oral and written), interpersonal and organizational skills required
- Knowledge of the UW policies and procedures related to the recruitment, admissions and undergraduate programs
- Ability to take initiative, to work independently as a team member in a busy and varied environment
- Proven aptitude for detail and accuracy and ability to manage multiple demands
- Demonstrated ability to adapt to a changing environment and interact effectively with students, staff, and faculty.
- Intermediate experience with Microsoft Word, Excel, Outlook, Quest, Learn
- Experience with OnBase-application and data management system

Nature and Scope

- **Contacts:** Internal: School Director, staff and faculty, Engineering Undergraduate Office, Registrar's Office, Waterloo International, Dean of Engineering Office, Office of Development and Alumni Affairs, Co-op, 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
- **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

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beyond the scope of the above outlined responsibilities would be escalated to the Associate Director, Undergraduate Studies, 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 required.