

Job Description

Job Title:	Graduate Studies Coordinator, MTax
Department:	School of Accounting and Finance
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	July 2018

Primary Purpose

The Master of Taxation program is taught at a satellite location in Toronto. The Graduate Studies Coordinator for the Master of Taxation (MTax) program manages the day-to-day administrative responsibilities and supports to the Director of the MTax program, working out of both the Waterloo and Toronto sites. The Coordinator solves problems of a graduate nature that may arise for students and faculty members. The Coordinator must be fully conversant with the degree and professional designation requirements, prepare class schedules, and plan events to support the program. The Coordinator manages the process from admission to convocation.

Key Accountabilities

Program Advising

- Assist students with application process, verify international credentials and transcripts and advise on admission results.
- Process applications in the OnBase system, including acceptance/denial process, admission letters, tracking of process.
- Prepare averaging of transcripts in order to determine applicant admissibility for admission to professional program.
- Oversee and administer scholarships in accordance with the Graduate Students Awards Office and arrange for internal scholarship review meetings.
- Provide documentation, monitor the funds available and audit process to ensure the appropriate distribution of awards/scholarships.
- Provide advice regarding program requirements course selection, enrollment issues, convocation issues and other events, petitions and deadlines according the University policies and procedures.
- Counsel students on academic, career and professional goals related to graduate studies and scholarship opportunities. Providing notice of deadlines, regulations and procedures.
- Review and approve all student documentation from admissions to intent to graduate forms, ensuring that students have met the academic degree requirements.

Administrative Support

- Act as SAF liaison for offsite coordination of room bookings and event management.
- Serve as department resource for all matters related to student admissions, grades, petitions, enrollment and other issues.
- Assist instructors with learning management software setup and maintenance, ordering of materials and setup of on-line accounts.
- Monitor Graduate Calendar including changes and proofreading. Prepare program information guide, printed or electronic brochures and social media marketing for professional graduate program.

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- Provide faculty members with program support, such as scheduling, course enrollment, textbook orders, communication of deadlines, administering exams, managing print requests and other matters related to the successful teaching experience.
- Manage and maintain confidential student records and files in accordance with UW Records policy and retention guidelines.
- Act as liaison for the Graduate Studies and Postdoctoral Affairs Office and Faculty of Arts Graduate Studies Officer.
- Provide administrative support to the MTax Director, including meeting organization, minute taking, managing the MTax Learn site, and other administrative duties required.
- Maintain and expand MTax database with multiple tables. Design new forms and tables to expand scope of database.
- Stay well informed about University and Graduate Studies Office exam policies, petitions, course add/drop processes and program transfers.
- Act as back up to the Scheduling Coordinator for graduate program scheduling.

Program Support

- Responsible for marketing and recruiting for MTAX program. May include development and writing of promotional print pieces, advertising, photo sessions, event planning, graphic design and preparation of brochures and handbooks.
- Compile projections of application and enrollment data upon request. Create and provide data extracts for committee review for actual and projected Admissions, Grades and Academic Promotions. Prepare statistical reports for making program related decisions.
- Coordinate the admissions process for faculty including review of applications. Create a summary for the Director and Associate Director of MTax.
- Identify and schedule all graduate courses offered in any given term, meeting instructor constraints, and the GSO's and Scheduling Office deadlines. Enter scheduling information into DCU.
- Create schedule and provide support for midterms and final exams
- Work closely with the Associate Dean of Graduate Studies, Arts, on issues of academic integrity.
- Build relationships within SAF, the CPA profession, the Faculty of Arts and UW community including SAF professors, staff and past, present and potential MTax students.
- Plan and lead program-specific events, at off-site location as requested by Program Director. May include program recruiting events, orientation, boot camp, guest lectures, specialized student training, practice exams and social events.
- Remain knowledgeable about academic requirements for other SAF programs such as BAFM, Math CPA, Biotech CPA, CFM and MAcc.
- Remain knowledgeable of the current accreditation process for accounting and financial professionals in Ontario/Canada.
- Liaise with Student Accounts regarding promissory notes, invoicing and receipt of tuition assistance cheques for students from accounting firms.
- Provide guidance on policy and procedural matters including interpretation of university regulations.
- Provide IT support in the administration of Wi-Fi including troubleshooting connectivity issues.
- Prepare casual payroll for casual and temporary employees.

Required Qualifications

Education

- Completion of a Post-Secondary diploma required, University degree preferred
- An equivalent combination of education and experience will be considered

Experience

- 3-5 years administrative experience required, preferable in an academic setting
- Experience responding to student inquiries and first point of contact customer service required
- Experience related to graduate admissions and academic matters is an asset
- Familiarity with the CPA profession is an asset.

Knowledge/Skills/Abilities

- Knowledge of university structure, policies and procedures.
- Intermediate knowledge of MS Word, PowerPoint, Excel, Access, Learn and Quest.
- Working knowledge of OnBase, Infosilem, SharePoint, Cloud Computing and Drupal based Content Management System.
- Demonstrated strong administration, communication and presentation skills.
- Superior client service and academic advising skills.
- Self-starter intrinsically motivated with the ability to work independently or within a team under tight deadlines.
- Excellent verbal and written communication skills, including the ability to produce reports, as well as organization, interpersonal, analytical and problem-solving skills
- Attention to detail, accuracy and the ability to manage confidential information is essential
- Proven ability to handle high volumes, frequent interruptions and difficult situations with tact, diplomacy, and advanced problem-solving skills.

Nature and Scope

- **Contacts:** This position requires extensive communication with internal and external contacts, including professional staff from major accounting and law firms. The coordinator is expected to obtain, clarify and explain information with current and enquiring students, all faculty and staff, the Graduate Studies department staff, the Associate Dean of Arts for Graduate Studies, and affiliated professional associations. Professional demeanor is expected at all times.
- **Level of Responsibility:** The position has specialized work with minimal supervision. The Coordinator must demonstrate a deep understanding of the student experience from recruitment to graduation. The challenges are to be organized, knowledgeable and a helpful resource in all areas of the program.
- **Decision-Making Authority:** This position contains complex and non-routine issues requiring self-directed decision making with consultation from the Program Director.
- **Physical and Sensory Demands:** Demands typical of a position operating within a multi-office environment including a diverse population, multiple priorities and with occasional event planning and set-up. Peak times include high volumes of requests through email, phone or in-person appointments.
- **Working Environment:** This position is part-time, on-going at 76.67% workload (28 hours/week) from September to June and (21-hours/week) for July and August. This position has significant travel to satellite location in Toronto and occasional evening/weekend work may be required. Additional hours may be required during peak times. This position is contingent upon funding.