

Job Description

Job Title:	Graduate Coordinator
Department:	Conrad School of Entrepreneurship and Business
Reports To:	Administrative Officer
Jobs Reporting:	n/a
Salary Grade:	USG 6
Effective Date:	February 2020

Primary Purpose

The Graduate Coordinator delivers administrative services that support learning within all graduate programs and undergraduate courses offered by the Conrad School of Entrepreneurship and Business. This includes the Master of Business, Entrepreneurship and Technology program (MBET), the Graduate Diploma in Entrepreneurship and Business (GDip), the Minor in Entrepreneurship and the Option in Entrepreneurship. Responsibilities include but are not limited to graduate admission processing, course scheduling, records management, recruitment support and academic advising. The incumbent is fully conversant with established graduate and undergraduate policies and procedures so they may effectively support the Conrad School's students and academic administrative team. This position reports to the Administrative Officer and works in close partnership with the Associate Director, MBET, the Associate Director, Undergraduate and Non-Degree Programs and the Conrad School marketing and communications team.

Key Accountabilities

Graduate Admission Processing:

- Administer the admission process for all Conrad School graduate programs to ensure compliance with requirements and conditions of admission set by the School, the Faculty of Engineering and the GSPA (Graduate Studies and Postdoctoral Affairs) office
- Respond to inquiries from existing applicants regarding admission and graduate program information (deadlines, timelines, financial support, process updates)
- Manage the flow of graduate admission files through the electronic application assessment system
- Calculate admission averages and ensure all admission requirements (ELP, GPA, proof of citizenship, etc.) are complete for all applicants
- Communicate with applicants regarding outstanding documentation or application issues
- Investigate complex applicant requests, resolve complicated problems and recommend possible alternatives when appropriate
- Coordinate interview process for selected applicants
- Provide background research and support to assist in the academic decision-making process for admission to all Conrad School graduate programs
- Ensure correct interpretation of graduate admission regulations as they apply to both the Faculty of Engineering and the Graduate Studies and Postdoctoral Affairs Office
- Liaise with the Engineering Grad Office and GSPA regarding disputed admission recommendations
- Submit student award nominations and ensure that all awards are received and distributed with no omissions or errors
- Monitor acceptance status, deferrals and enrolment status changes
- Research and compile statistical admission data for recruitment and planning purposes

- Adhere to School admission processing deadlines and ensure that all work meets required standards

Academic Program Administration:

- Provide administrative support to the Associate Director, MBET and Associate Director, Undergraduate and Non-Degree Programs in matters relating to all Conrad School academic programs and courses
- Respond to written, e-mail, telephone, and in-person inquiries regarding all academic programs and provide effective liaison between the Conrad School and other university units
- Assist current students to resolve any academic problems they experience related to enrolment, fees,
- Facilitate faculty Course Evaluations each term
- Verify enrolment reports and follow up with students who are not registered for the term
- Verify scholarship reports and follow up with EGSO and GSPA on errors or omissions
- Liaise between teaching faculty and the bookstore to order textbooks and reading packages
- Input and modify class schedules each term after verifying teaching assignments with the Director, Associate Directors and faculty
- Process and record information pertaining to term progress
- Ensure that final course grades are submitted
- Liaise with LEARN help to assist faculty members in the set up and maintenance of their course shells in that system
- Monitor program milestones and track submission of Intention to Graduate forms
- Prepare statistical reports and analysis to support short and long term program goals
- Organize and participate in planning for MBET Ignition Week which takes place every September
- Maintain and destroy student records as per UW records retention policies
- Provide administrative support to the Graduate and Undergraduate Committees (prepare meeting agendas, record minutes and monitor implementation of all decisions)
- Verify that course and program changes are updated in the Graduate and Undergraduate Calendars
- Other administrative duties as assigned by the Administrative Officer

Academic Advising:

- Provide knowledgeable advice to prospective and current students regarding academic program and course availability, registration and admission processes, undergraduate and graduate policies, fee payments, degree requirements, financial assistance, illness/absence, special events, convocation requirements, etc
- Monitor student well-being, both personal and academic, and refer students to relevant university resources as needed

Recruitment:

- Participate in regular marketing and communication team meetings to discuss recruitment goals, progress and action plans
- Produce and share applicant tracking statistics on a regular basis (weekly during peak recruitment season)
- Troubleshoot admission questions from prospective applicants with the marketing and communication team

Job Description



**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 <ul style="list-style-type: none">• Undergraduate education preferred
Experience <ul style="list-style-type: none">• 1-3 years' experience in an office environment
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Demonstrated human relation skills with a strong focus on teamwork is required• Evidence of a proactive and flexible approach to problem solving is required• Evidence of exceptional customer service skills is required• Proven ability to use independent judgement in areas of time management, task prioritization and decision-making• Proven ability to manage a large volume of work, with conflicting deadlines and priorities is required• Full understanding of the complexities of academic programming• Thorough knowledge of University policies and procedures is preferred• Demonstrated understanding of the entrepreneurial ecosystem in Waterloo Region is preferred

Nature and Scope

- **Contacts:** Internally, makes contact with counterparts and colleagues to present and discuss information and problems. Others include current graduate students at UW, staff in the Graduate Studies and Postdoctoral Affairs Office, Registrar's Office, Engineering Grad Office, Student Financial Accounts, IST/LEARN, Bookstore, Scheduling and Waterloo International. This role maintains and cultivates strong working relationships with all Conrad faculty, staff, students and alumni. Externally, this role has contact with prospective students.
- **Level of Responsibility:** The job has defined, specialized or routine tasks and receives specific guidance.
- **Decision-Making Authority:** Makes independent decisions about daily work schedule and priorities. Assesses and evaluates all applications deciding if prospective students are qualified to move forward in the admission process.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** : Regular working hours, some evening/weekend work required. Minimal exposure to disagreeable conditions typical of an administrative position.