

Job Description

Job Title:	Graduate Studies Manager
Department:	Statistics and Actuarial Science (SAS)
Reports To:	Administrative Officer
Jobs Reporting:	Graduate Coordinators (2)
Salary Grade:	USG 8
Effective Date:	January 2023

Primary Purpose

The Graduate Studies Manager is responsible for the management and delivery of services designed to enhance, promote and advance Statistics and Actuarial Science graduate programs (Ph.D., MMATH, Master of Quantitative Finance, and Masters of Actuarial Science). The Graduate Studies Manager is accountable to the Associate Chair, Graduate Studies and provides strategic advice and support to the department leadership team. This role enforces graduate program policies, procedures, and oversees the operation of the graduate studies program office.

Key Accountabilities

Student Academic Service

- Manages, coordinates, and administers the daily operations of graduate academic advising services.
- Oversees graduate coordinators that support approximately 250 students throughout the life of their degree program, while being responsible to counsel a subset of graduate students on academic matters.
- Manages a portfolio of student-related functions from recruitment to graduation including admissions, orientation, advising, awards, scholarships, academic standing, academic integrity, petitions, dissertation defenses and grade reappraisals.
- Oversees all graduate student funding, including but not limited to graduate teaching assistantships payments, awards, and scholarships.
- Responsible for ensuring the accuracy, integrity, and security of all Statistics & Actuarial Science (SAS) graduate student records.
- Ensures the graduate calendar is up to date and reflects academic standards/requirements and procedures.
- Acts as the primary department resource regarding policies and procedures governing the graduate programs.
- Oversees the Statistics and Actuarial Science Scholarship applications, process the nominations for internal scholarships and awards.
- Serves as liaison with SAS graduate student representatives.

Leadership and Human Resources Management

- Assist Associate Chair, Graduate Studies with planning, vision, and issue resolution.
- Have an in-depth understanding of all SAS graduate programs and related University policies and guidelines. Provide strategic advice to the Associate Chair, Graduate, including but not limited to course changes, calendar updates, and program reviews.

- Proactively seek opportunities to serve (or delegate a staff member) in department, faculty and university committees related to graduate affairs. Including but not limited to Grad-Ops, Math Faculty Coordinators meetings, GSPA.
- Ensure the graduate studies team has a mindset of continuous improvement and manages change proactively.
- Establishes priorities and work schedules for staff members, conducts workload assessments, defines staffing responsibilities, and establishes performance standards.
- Ensures appropriate and effective staffing for ongoing delivery of services.
- Manages staff performance to ensure that they provide a high level of client service on a consistent basis.
- Ensures staff receive appropriate training, direction, and staff development.
- Provides support in dealing with staff concerns/issues.
- Completes staff performance appraisals, manages performance issues, and takes disciplinary action, if required.
- Provide approvals on Teaching Assistantship hiring.

Strategic Enrollment Management

- Provides leadership and oversight for the graduate admissions and offer process.
- Evaluates and assesses enrollment targets, tracks acceptances, and enrollment of graduate students.
- Ensures that student financial support is effectively used to recruit the best students.
- Oversees development of departmental systems and procedures for graduate admissions and applications.
- Responsible for continuous updates and development of Graduate Studies Database, in consultation with the Database Developer, Graduate Studies, Associate Chair and administrative office.

Planning and Communications

- Devises strategies to increase graduate student engagement and sense of community.
- Analyzes and interprets student and program data to provide statistics and reports e.g., time to degree completion.
- Provides support to the Associate Chair, Graduate Studies including data collection, data analysis, and report writing in support of SAS strategic priorities.
- Liaises on operational budget, strategic direction, and financial reconciliation with the Administrative Officer and Financial Officer.
- Works with the Events Coordinator and Graduate Coordinators to ensure successful completion of all graduate events.
- Conduct regular and ongoing round table meetings with graduate students.
- Serves as a consultant to the SAS Graduate Studies Admissions Sub-Committee and the SAS Graduate Studies Scholarship and Awards Sub-Committee.
- Administers and reviews Graduate Student Exit Survey and key performance indicators to develop retention strategies.
- Creates and maintains graduate studies literature e.g., Graduate handbook, schedule of term-by-term tasks events and initiatives, TA Guide, Supervisor Guide, onboarding material for upcoming Graduate Studies Associate Chair, Directors etc.
- Manages graduate program web content

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**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">• University degree preferred but combination of education and experience will be considered.
Experience <ul style="list-style-type: none">• 3+ years' experience in the administration of academic programs or student services.• 3+ years' supervisory experience• Intermediate proficiency with various computer programs, including MS Office, databases, online student information systems.• Intermediate to advanced Excel skills to summarize, analyze, create graphs, and report data and trends.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Strong leadership and staff management skills.• Strong belief in continuous process improvement, and staff development.• Excellent technological skills including the database management, WCMS, basic statistical analysis, data interpretation, and report writing.• Strong communications skills, including discretion, judgement, and diplomacy.• Ability to successfully collaborate with a variety of diverse professionals and students.• Excellent planning, logistical and organizational skills.• Demonstrated ability to interpret policies and regulations.• Strong written communications skills including management of websites and social media.

Nature and Scope

- **Contacts:** Internally: Faculty members, staff, Graduate Studies and Postdoctoral Affairs Office, Mathematics Graduate Office, graduate students. To obtain/provide information, to discuss/interpret policies, procedures, programs. The incumbent works in a collegial and consultative manner with all units and guides process change
- **Level of Responsibility:** Manages a team of academic advisors, coordinating workflow and service delivery. Provides guidance or solutions to problems. Works independently within general guidelines of the job description requiring judgement and skill in planning, administration, and versatility and initiative in proposing and reacting to policy and procedural changes. The position requires a high degree of knowledge of the requirements for twelve programs of studies and sixteen areas of research options to resolve difficult situations.
- **Decision-Making Authority:** The incumbent must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments to cope with the volume of work and concurrent demands. Evaluates effectiveness and recommends changes to technical approaches and implements department procedures.
- **Physical and Sensory Demands:** Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. Exposure to a fast-paced service-oriented environment with constant interruptions, deadlines, changing priorities, large volumes, and large number of interactions and student queues. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele.

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- **Working Environment:** Some overtime may be required during peak periods. Busy and noisy office environment. This role involves psychological risk resulting from unavoidable exposure to disagreeable situations and deals with people who are 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. Responds to high volume of competing demands and people with varying needs. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role responds to situations where there is a lot of pressure to find a solution quickly.