

Job Description

Job Title:	Co-ordinator, Graduate Financial Aid & Awards
Department:	Graduate Studies and Postdoctoral Affairs
Reports To:	Assistant Director, Graduate Financial Aid & Awards
Jobs Reporting:	N/A
Salary Grade:	USG 8
Effective Date:	July 2018

Primary Purpose

The Co-ordinator, Graduate Financial Aid & Awards in Graduate Studies and Postdoctoral Affairs (GSPA) is responsible for the administration of internal and external scholarship competitions and award programs requiring department, Faculty and/or University evaluation and adjudication. S/he manages the submission of scholarship decisions or applications on behalf of the University to external agencies as appropriate and provides award results and statistics to departments, Faculties and senior administration. The Co-ordinator works closely with, and provides support to the Assistant Director, Graduate Financial Aid & Awards and to the Managers, Graduate Financial Aid & Awards Programs and provides academic service support to current and prospective graduate students. S/he is a resource to department staff and faculty members concerning eligibility criteria for scholarship competitions and on the interpretation and implementation of internal and external application program regulations, guidelines and instructions. The Co-ordinator may be called upon to work with the Associate Vice-President and Assistant Vice-Presidents Graduate Studies and Postdoctoral Affairs on matters related to funding strategies, award program reviews and academic decisions. The incumbent works closely with the GSPA Awards programs and Communications team to ensure award information is up-to-date on GSPA web pages as students, staff and faculty members rely upon this to find out the availability of funding opportunities, eligibility criteria, deadlines and administrative processes. S/he also works with members of the GSPA Systems team and Information Systems & Technology (IST) in reviewing current award processes and explores electronic methods of efficiencies to enhance the student, staff and faculty experience. Other tasks may be assigned as required throughout the year.

Key Accountabilities

Management of Internal Graduate Awards and Scholarships

- Responsible for the administration of internal awards and scholarships including the dissemination and advertising of award guidelines and application instructions to current students, department staff, faculty members and senior administration and making decisions on awards for programs under his/her management.
- Responsible for advising students, staff and faculty on eligibility requirements of awards.
- Responsible for the review and submission of applications to appropriate internal committees for adjudication as appropriate.
- Responsible for communication of results of decisions made to appropriate stakeholders.
- Responsible for updates and provision of statistics to senior administration in order to support future planning and decision-making.

Management of External Graduate Awards and Scholarships

- Responsible for the administration of external awards and scholarships including the dissemination of funding regulations and application instructions regarding both internal and external processes to

Job Description



current and prospective students, department staff, faculty members and senior administration and transcript processing and evaluation.

- Responsible for advising current and prospective students, staff and faculty on eligibility requirements of awards to ensure adherence to external award regulations and guidelines, including interpretation, evaluation and averaging of domestic and international transcripts.
- Liaison with external agency contacts concerning clarification of regulations, providing feedback and submission of results/applications as appropriate for further adjudication or reporting.
- Responsible for coordinating preliminary student data in spreadsheets for adjudication purposes for all scholarship competitions.
- Responsible for communication of results to appropriate stakeholders.
- Responsible for updates and provision of statistics to senior administration in order to support future planning and decision-making.

Scholarship Competition Planning

- Expected to remain current on application processes and award regulations for external award competitions and to collaborate with colleagues from other institutions to allow for business process sharing and professional development.
- Works with GSPA awards team on presenting scholarship information at sessions/workshops and to provide promotional materials to prepare prospective applicants for major scholarship competitions.
- Responsible for the implementation and launching of scholarship competitions which includes creating internal administrative processes and timelines based on the interpretation of rules and guidelines, updating websites, and setting institutional selection committee meetings.

Management of Awards Content on Graduate Studies Website, Forms and Liaison with Communications Team

- Responsible for ensuring awards content for internal and external award competitions is up-to-date on appropriate Graduate Studies and Postdoctoral Affairs (GSPA) web pages.
- Works with GSPA Communications team to ensure compliance with website standards.
- Works with GSPA Communications team for the creation of new or revision to existing application forms (including web forms where appropriate).
- Manages content in Awards Database and works with IST and GSPA Communications team to ensure database is functional and user-friendly.
- Submission of e-news items to Communications team in order to advertise upcoming deadlines for internal and external award competitions.

**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 bachelor's degree

Experience

- 5+ years in university environment.
- Comprehensive knowledge of the university and graduate studies environment is strongly preferred.
- Experience managing graduate scholarships is preferred and is a strong asset.
- Ability to work both independently and in a collaborative, team-based environment is required.

Knowledge/Skills/Abilities

- Knowledge of university policies and graduate studies regulations and practices related to graduate financial aid and award programs is strongly preferred.
- Intermediate to advanced skills with Microsoft Office is required – Outlook, Excel, Word, SharePoint.
- Knowledge of and experience with financial aid in PeopleSoft Campus Solutions (Quest) is required.
- Knowledge and experience with document retrieval in Hyland OnBase Document Management is preferred.
- Knowledge of and experience with the interpretation of transcripts and various grading scales is required.
- Accuracy, attention to detail and strong problem-solving abilities are essential, as is the aptitude for and experience with conducting research and analyzing data.
- Strong work ethic and ability to independently accomplish tasks in a timely manner; this position is very much deadline driven and adherence to timelines and deadlines is imperative.
- Ability to multi-task with competing and changing priorities and manage programs with significant workload and responsibilities.
- Excellent written and verbal communication skills are essential; participating/presenting in workshops or information sessions is required.
- Proven interpersonal skills and willingness to participate in and collaborate with others in academic and administrative units is required.
- The incumbent must demonstrate a professional demeanour regarding the interaction with students, staff and faculty on confidential and sensitive matters.

Nature and Scope

- **Contacts:** The Co-ordinator, Graduate Financial Aid & Awards interacts directly with all members of the GSPA awards team; Associate Vice-President and Assistant Vice-Presidents, Graduate Studies and Postdoctoral Affairs; Faculty Associate Deans, Graduate Studies; members of other functional areas of GSPA including Admissions, Records, Communications, Systems; and other staff across campus. The incumbent participates as a staff resource in scholarship committee selection meetings and may be asked to attend and participate in Graduate Operations Committee meetings as appropriate. S/he acts as a resource and provides direction within GSPA and to department/Faculty administrators. Using a patient and collaborative approach, the incumbent must communicate awards procedures and administrative instructions to students, staff and faculty members in order to achieve a high level of accuracy and understanding. The co-ordinator is a liaison with external agencies for the award programs under her/his management.
- **Level of Responsibility:** The Co-ordinator, Graduate Financial Aid & Awards works closely with and offers support to the Assistant Director, Graduate Financial Aid & Awards and to the Managers, Graduate Financial Aid & Awards Programs. The incumbent is responsible for ensuring that set guidelines and eligibility criteria are met in the review and adjudication of award competitions. S/he must ensure accuracy as s/he will be providing input to the Associate Vice-President and Assistant Vice-Presidents, Graduate Studies and Postdoctoral Affairs and to the Faculty Associate Deans, Graduate Studies for planning and decision-making. The incumbent is responsible for ensuring that set guidelines and eligibility criteria are met in the review, adjudication and assessment of internal and external award programs. S/he is responsible for the hiring and supervising of work-study students each term to assist with award programs as appropriate.
- **Decision-Making Authority:** The Co-ordinator, Graduate Financial Aid & Awards works closely with the Associate Vice-President and Assistant Vice-Presidents Graduate Studies and Postdoctoral Affairs in determining allocations of awards to departments/Faculties as appropriate and in determining the implementation and impact of any significant changes to administrative procedures for award

programs. The incumbent makes decisions on eligibility matters based upon advertised criteria and award regulations. The incumbent continually makes decisions about the most effective methods of operationalizing initiatives for which s/he is responsible.

- **Physical and Sensory Demands:** Demands typical of an administrative position within an office environment – extensive sitting and concentrated attentive use of one or more senses while doing computer work; dealing with interruptions. Concentrated attention to detail is required in an office environment with competing and changing priorities. The incumbent must be able to manage concurrent assignments and prioritize workloads in order to meet deadlines. Adherence to timelines and deadlines is imperative as is attention to detail and ability to problem solve.
- **Working Environment:** Travel: minimal. Psychological Risks: The incumbent must be sensitive to the often extreme and prolonged stresses due to volume, deadlines, demands and interruptions (e.g., phone calls, e-mails, student assistance at the front counter and unplanned but urgent support request throughout the day). This role involves interactions with people who may be upset or aggressive (e.g., students who have escalated an issue, staff or faculty upset with a decision). Working Hours: regular working hours; overtime during peak periods may be required.