

Job Description

Job Title:	Scheduling Specialist & First Year Engineering Assistant
Department:	Engineering Undergraduate Office
Reports To:	Academic Advisor, First Year Engineering
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	May 2019

Primary Purpose

Undertake all scheduling and student sectioning responsibilities for first year courses and upper year general engineering courses in collaboration with the Associate Director of First Year Engineering (FYE). Provide assistance and support to the Director and Associate Directors of First Year Engineering in conjunction with the Administrative Coordinator of First Year Engineering.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Scheduling

- Extensive use of UW Infoslem scheduling system to assist the Associate Director of First Year on scheduling matters.
- Codes and implements course selection for first year engineering.
- Mounts courses in preparation for Course Enrolment Management.
- Enrols students who are in the Reduced Load Program (RLP) or repeating the term.
- Arranges rooms for the following: mid-term and final examinations; assignment of students for Practice Test; extra lecture and tutorial rooms as required.
- Manages teaching lab bookings (i.e. WEEF and Multi-media) for term lectures and one-time functions.
- Updates the Resource Booking System and arranges Information Technology (IT) support if required.
- Extensive contact with instructors regarding exam scheduling and course requirements/constraints.
- Updates the course capacity and reserves on the Schedule of Classes.
- Creates the course schedule for all First Year disciplines.
- Uses Infoslem to code course information, instructor constraints, set and force times of courses, academic blocks and instructor assignments into Infoslem.
- Allocates rooms for lectures, labs and tutorials.
- Reviews the Academic Blocks to ensure accuracy.
- Liaises with other timetable representatives including other Faculties to resolve scheduling conflicts.
- Gathers teaching assignment information from engineering, math, physics and earth and environmental sciences.
- Co-ordinates all scheduling components for first year General Engineering (GENE) courses plus exam and proctor assignments for upper year GENE courses.
- Assists with scheduling of fundamental sessions for first year engineering students.
- Manages and processes all Faculty time change requests.
- Attends scheduling related meetings on behalf of the Associate Director, FYE when necessary (i.e. Lean Higher Education Network)

Student Advisement and Support

- Investigates inquiries and facilitates resolution of academic problems, conflicts, and concerns.
- Assists students with Faculty and University policies and procedures.

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<ul style="list-style-type: none"> • Advises students on academic related issues (i.e. academic progression, clearing failed courses, course selection, option programs, absence due to illness). • Addresses student examination conflicts and finds solutions. • Contacts student who are missing milestone requirements. • Block enrolls first year students each term. • Creates data extracts to verify enrolment. • Performs on-line drop/add functions for student timetables (i.e. course overrides). • Checks year one Cohort Enrolment Issue Report. • Coordinates, approves and proctors supplemental and deferred exams. • Develops a schedule for class visits to seek representation for student elections.
<p>First Year Team Support</p> <ul style="list-style-type: none"> • Assists with the maintenance of progress charts for students with special circumstances. • Imports exam results to the Year One database. • Assists with reviewing academic progression reports for accuracy. • Arranges divisional and organizational meetings and record minutes. • Arranges beginning of term class welcome visits. • Books special events.
<p>Instructor Support</p> <ul style="list-style-type: none"> • Advises instructors regarding student absence related to verification of illness. • Gathers all marks (including Supplemental exam marks) each term. • Provides instructors with information on help sessions to be held in the WEEF Lab each term and arranges special weekly sessions. • Provides instructors with timetables and course schedules. • Supports instructors with scheduling special events or visitors.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

<p>Education</p> <ul style="list-style-type: none"> • Post-secondary degree/diploma or equivalent education.
<p>Experience</p> <ul style="list-style-type: none"> • 1-3 years administrative support experience, preferably in an undergraduate academic environment. • Extensive experience in the Infosilem scheduling system is highly desirable. • Knowledge of the Faculty of Engineering undergraduate programs, policies and procedures.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills, oral and written; proven ability to interact across campus with students, faculty and staff. • High standard of excellence in work performance at the detail level. • Ability to work under pressure and flexibility to deal effectively with change. • Proven organization and time-management skills; able to manage multiple priorities with tight deadlines. • Sound judgement, tact, diplomacy and problem solving skills. • Demonstrated ability to work independently and in a team environment. • Basic knowledge of MS Word, Excel, PowerPoint and Access • Proficient with MS Outlook and Quest (course selection and enrolment; course override entry; student academic records) is highly desirable. • Knowledge of University of Waterloo policies and procedures are an asset.

Nature and Scope

- **Contacts:** The incumbent must interact effectively and professionally on a daily basis with faculty members and departmental staff, as listed below, with regards to scheduling courses and exams. Provide guidance, communicate important information and respond to student related matters. Supervisor/Manager, UW Scheduling Office, Departmental Scheduling Reps, Faculty members in and outside the Faculty, Office of the

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Registrar's, Director and Associate Director's of First Year Engineering, First Year Engineering Students, Associate Dean of Engineering, Engineering Undergraduate Office Colleagues.

- **Level of Responsibility:** The position has defined specialized or routine tasks and works independently with minimal supervision. Seeks guidance when necessary.
- **Decision-Making Authority:** Exercises independent action within scheduling processes; handles course and instructor scheduling conflicts in consultation with the Associate Director of First Year Engineering; depending on the nature, handling scheduling changes during final phase of timetabling are discussed with the Associate Director for resolution and with the Associate Dean for approval.
- **Physical and Sensory Demands:** Minimal physical and sensory demands typical of a staff member operating within a university administrative department.
- **Working Environment:** Minimal exposure to disagreeable conditions and pressure. Significant and varied computer work. Comfortable office environment typically sedentary in nature. Lack of control over multiple and/or tight deadlines beyond one's control.