

Job Description

Job Title:	Administrative Coordinator, Graduate Studies
Department:	Civil and Environmental Engineering
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	September, 2018

Primary Purpose

The Administrative Coordinator, Graduate Studies manages the flow of administrative duties with respect to Civil and Environmental Engineering's graduate programs. These duties relate to currently registered graduate students, as well as those applicants who are hoping to become registered students in one of CEE's various degree programs. The Administrative Coordinator, Graduate Studies works to support and be an advocate for the graduate student experience.

Key Accountabilities

Administrative Support

- Provides administrative support for the Associate Chair, Graduate Studies
- Participates in graduate student recruitment efforts
- Responds to all applicant inquiries regarding the graduate programs in CEE
- Manages the flow of various student-submitted forms and ensures proper retention policies are in place for all student-related documents
- Maintains files on graduate students enrolled in the program. Reviews student records each term to ensure all Departmental and Faculty degree requirements are being met by the students
- Provides advisory support pertaining to student degree requirements
- Advises MASc students on the faculty-approved process for submitting an MASc thesis for review
- Advises PhD students on the faculty-approved process for scheduling a PhD Comprehensive Examination, and for scheduling a PhD Defense
- Acts on behalf of the Faculty of Engineering Graduate Office to ensure that students complete Petition for Extension of Program Time Limits and/or Petition for Extension of PhD Comprehensive Examination forms, as required, in order to avoid being withdrawn from their program of study
- Circulates and reviews Graduate Student Activity Reports (MASc and PhD) and Progress Reports (MEng) each term
- Manages graduate course scheduling
- Maintains the Graduate Studies section of the department website
- Prepares Welcome Packages for new students each term
- Attends and represents the Graduate process at various meetings
- Other duties as assigned

Admissions

- Manages the life cycle of graduate student admissions, from initial applicant inquiry, to file review, to offer of admission or rejection
- Collaborates with the Associate Chair, Graduate Studies, the department of CEE faculty members, the Faculty of Engineering Graduate Office, and the Graduate Studies Office on admissions process

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Scholarships

- Organizes the approval and payment of graduate student stipends (Graduate Research Studentships) each term
- Reviews applications for major scholarship competitions, i.e. NSERC and OGS, to determine eligibility and completeness
- Oversees the ranking of applications, and communicates the ranking results to the Graduate Studies Office
- Manages department-distributed funds for in-house scholarships and awards
- Ensures that department-allocated endowment and trust funds are paid out to eligible students

Events

- Represents the Department at graduate recruitment events
- Organizes the annual department-hosted Three Minute Thesis competition
- Plans the "Welcome Event" for new and current graduate students each year in the fall term
- Oversees the department enrolment in the Expectations workshop, twice annually
- Ensures the appropriate department-specific event is planned to accompany the Expectations workshop

**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

- Post-secondary education in a relevant discipline or equivalent combination of education and/or experience

Experience

- 2+ years of administrative experience, working in a computerized, customer service oriented environment, ideally within a University

Knowledge/Skills/Abilities

- High degree of accuracy, thoroughness, and dependability is required
- Strong client service skills to handle enquiries and resolve issues in a professional and timely manner
- Excellent interpersonal and communication skills
- Tact and diplomacy are essential, and the ability to maintain confidentiality
- Intermediate experience with MS Word
- Advanced experience with MS Excel
- Excellent organization skills, and ability to manage a high volume of work, priorities, and competing time demands
- Ability to work both independently and collaboratively within a team environment
- Demonstrated flexibility and adaptability within a changing environment
- Understanding of University of Waterloo's culture, policies, procedures, and business systems an asset

Nature and Scope

- **Contacts:** Daily contact with students, faculty and administrative staff, providing advice, and resolving issues.

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- **Level of Responsibility:** The advisor has a strong influence on student success. Exceptional advisory skills are required to support students. Duties are to be performed within established policies and procedures and under minimal supervision
 - **Decision-Making Authority:** Expected to use judgement to make decisions based on existing policies and procedures. Extraordinary issues are referred to the Associate Chair, Graduate Studies.
 - **Physical and Sensory Demands:** Demands are typical of an office based position where distractions and interruptions are common.
 - **Working Environment:** High volume of work during critical periods throughout the academic year.