

## Job Description

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<b>Job Title:</b>	Advisor, WIL Courses
<b>Department:</b>	Centre for Work-Integrated Learning
<b>Reports To:</b>	Assistant Director, Strategy and Business Operations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	May 2024

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### **Primary Purpose**

The Centre for Work-Integrated Learning (Centre for WIL) is a part of the Co-op and Experiential Education (CEE) portfolio. Centre for WIL fosters excellence in the pedagogy and practice of Work Integrated Learning as a thought leader and key provider of curriculum, courses, and programs in this field.

As a member of the department's projects, operations and strategy team, this position has three main areas of focus:

1. Serving as a primary resource and providing guidance to students and campus partners through academic advising for Centre for WIL courses
2. Supporting the Centre for WIL Courses team via the Sr. Manager, WIL Courses
3. Ensuring the effective and efficient administration of Centre for WIL courses

### **Key Accountabilities**

#### **Academic Advising**

- Advises students and academic advisors and CEE, including Centre for WIL, regarding academic requirements, enrolment and progression for Centre for WIL courses, including the Professional Development (PD) courses
- Develops and continuously improves robust communications to provide pertinent information and advise students and partners via email, phone, web, meetings, etc
- Pursues and maintains in-depth and current knowledge relevant to Centre for WIL courses, including, but not limited to:
  - Centre for WIL course requirements, department and course procedure and processes
  - Co-operative Education requirements
  - Faculty and Department regulations
  - University academic policies
  - CEE, Registrar's Office and Centre for Extended Learning procedures and systems
  - Sources of academic support and guidance for students
- Determines course equivalencies for students transferring between Faculties
- Liaises with partners across the University and within the Department acting as a conduit for information related to requirements and administration of WIL courses
- Works with CEE colleagues to understand the importance of work terms and the connection between work terms and WIL courses
- Applies a continually evolving understanding of both the breadth and boundaries of authority in relation to the accountabilities of the role

#### **Support to the Sr. Manager, WIL Courses**

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- Informs the Sr. Manager regularly of activities and developments within their areas of responsibility
- Consults frequently with the Sr. Manager on matters pertaining to curricular and retention functions of WIL courses
- Works directly with the team of Instructional Support Coordinators to support their work in the management of WIL courses
- Participates in regular meetings to explore opportunities to enhance the consistent application of requirements and regulations and advance seamless course administration
- Prepares reports on a variety of matters related to accountabilities of the role on their own initiative or at the request of the Sr Manager or WIL leadership
- Investigates and provides information for student petitions

### **Courses Administration**

- Develops relationships and maintains appropriate contact and communication with partners across the University and with various leadership roles within the Department particularly relevant to efficient and effective course administration
- Monitors the academic progress of students taking WIL courses through the use of data extracts and develops progression reports, escalating cases as necessary
- Serves as departmental timetable representative for WIL courses
- Serves as the department calendar representative for WIL courses
- Completes block and one-off enrolments; manages exceptions and special cases, verifies grad requirements are met
- Manages WIL courses records, including confidential information, in alignment with regulations and retention requirements

*\*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**

- Undergraduate degree or equivalent experience and education

### **Experience**

- 3+ years administrative experience in a higher education setting
- 3+ years experience providing sound academic advice and interpreting academic policy

### **Knowledge/Skills/Abilities**

- Exceptional interpersonal skills including the ability to use tact, diplomacy and good judgment when interacting with students and a wide range of campus partners
- Demonstrated commitment to the core values of respect, equity, diversity, inclusion, and anti-racism
- Outstanding oral and written communication skills with the ability to clearly articulate complex information
- Strong critical thinking, judgement, and problem-solving capabilities
- Well-developed organizational skills and aptitude for attention to detail
- Proven time management skills with ability to manage large volumes of work and conflicting priorities/deadlines
- Aptitude for procedure and process development with a continuous improvement mindset
- Ability to track, consolidate, and analyze records and information from across systems and departments

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- Skilled with student records and information systems, Power BI, Microsoft Office suite of products
- Ability and willingness to learn new software systems

### **Nature and Scope**

- **Contacts:** Connects with diverse partners on campus including Centre for WIL and other CEE units including the Strategic Enablement, Co-operative Education and Centre for Career Development teams, students, Registrar's Office, Graduate and Postdoctoral Affairs, Centre for Extended Learning, employees in Faculties and Departments including Advisors, etc.
- **Level of Responsibility:** Specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** Responsible for timing and execution of all duties; problem solving within established processes.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position operating within an office environment. Requires exertion of physical or sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** Minimal exposure to disagreeable conditions. Some deprivation is caused by constant interruptions. Lack of control over work pace due to irregular and/or high volumes beyond one's control.