

## Job Description

---

<b>Job Title:</b>	Instructional Support Coordinator
<b>Department:</b>	Professional Development Program (WatPD)
<b>Reports To:</b>	Associate Director
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8 - 10
<b>Effective Date:</b>	June 2018

---

### **Primary Purpose**

This position was created to provide a broad range of instructional support to the Professional Development Program (WatPD) and leadership and continuity across academic terms within the Professional Development (PD) courses. The primary responsibility of an Instructional Support Coordinator (ISC) is to lead the various course teams in WatPD. The details of the support and leadership provided by the ISC vary based on the needs of a specific course, the needs of a particular course team, and the level of the ISC. Because this position has a career path, different instructional support responsibilities are assigned to different USG levels. The detail expected at each USG level is listed in a separate document.

### **Key Accountabilities**

#### **Course Operations**

- Determine the marking and day-to-day needs required to support the delivery of a particular course
- Ensure the TAs have the required resources to support the course
- Schedule, organize and attend marking meetings
- Suggest and test revisions to current marking rubrics
- Calibrate marking efforts
- Handle informal requests for grade revisions/appeals
- Assist in the investigation of potential academic integrity offences

#### **Supervision and Relationship Management**

- Participate in the hiring of co-op students and part-time markers and contribute to the onboarding and training each term
- Supervise and mentor the teaching assistants (TAs) and part-time markers hired to support a particular course
- Complete mid-term and end of term evaluations for our co-op students
- Provide regular updates to the instructor/course author about student progress

#### **Student Support**

- Respond promptly and professionally to student concerns
- Handle email inquiries/requests and discussion board posts that are beyond the scope of a TA
- Handle requests for exceptions (e.g. illness, death in family)
- Inform the Associate Director/Director of changes/trends in student support issues; suggest improvements to the student support system

#### **Course Development**

- Identify course improvement opportunities and implement approved changes
- Assess course content and assessments to ease instructional challenges

## Job Description



- In consultation with the instructor/course author and Associate Director, and applying best practices of online learning, instructional design and pedagogy, implement revisions/improvements to current course materials and assessments

### **Technology and Online Pedagogy**

- Identify and understand current/available technologies in online education
- Understand the function and set up of a particular course within the University of Waterloo's Learning Management System (LMS)
- Effectively design course administrative set up to facilitate the smooth operation and delivery of a large course
- Liaise with campus partners regarding issues with the LMS

## **Required Qualifications**

### **Education**

- Completion of a Bachelor's Degree. Degree in education an asset.

### **Experience**

- Demonstrated time management skills and experience maintaining schedules for project deliverables.
- Proven strength in collaboration and relationship management
- Experience using learning styles and profiles to facilitate learning.
- Demonstrated excellent writing skills
- Experience assessing student work (project based and written) preferred
- Experience developing lesson and/or workshop plans preferred; in-class and/or online teaching experience an asset.
- Demonstrated attention to detail and organizational skills
- Proven ability to coach and inspire

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

- Working knowledge of instructional pedagogy and online course design
- Exceptional interpersonal skills including the ability to use tact and diplomacy while interacting with a wide range of campus partners.
- Understanding of the principles of experiential learning and/or experience with co-operative education an asset.
- Creativity and a willingness to think strategically for the betterment of the program is an asset
- Strong computing skills required (e.g., knowledge of Microsoft Word, Excel, Learning Management Systems and HTML) and an aptitude for learning new technology

## **Nature and Scope**

- **Contacts:** regular contact with internal WatPD team members (ISCs, TAs, Admin Coordinators, management), internal Waterloo (such as faculty and staff instructors, CEE staff, CTE liaisons)
- **Level of Responsibility:** Supervision of co-op students. Proven ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes.
- **Decision-Making Authority:** The ISC's experience enables her or him to make decisions in non-routine situations and solve non-routine problems.
- **Physical and Sensory Demands:** Minimal physical and sensory demands that are associated with a computer based office environment
- **Working Environment:** Office based environment with minimal exposure to disagreeable conditions. WatPD is a flex-time unit and occasional weekend and evening work may be required.