

Job Description



Job Title:	Graduate Programs Coordinator
Department:	Political Science
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	September 2019

Primary Purpose

The Graduate Programs Coordinator provides comprehensive administrative support to the MA program in Political Science and the MA and PhD programs in Global Governance.

Key Accountabilities

1. Provides comprehensive administrative support to the department's graduate programs:

- Collaborates with the Associate Chair, Graduate Studies, and two Program Directors for Global Governance to optimize the management of graduate program administration;
- Administers graduate program applications: calculates admission averages, reviews reference letters, evaluates domestic and international transcripts; ensures admission requirements are complete; Identifies qualified applicants from non-Canadian universities; applies expertise in assessing applications from education systems that may differ by country and institution;
- Completes positive recommendations for review by the Associate Dean, Graduate Studies; concludes negative recommendations; Schedules graduate course offerings and assists with exams; Monitors students' progress, including progress toward comprehensive examinations and final thesis examinations; co-ordinates internal and external examiners' review;
- Co-ordinates submission of graduate course marks; Conducts final review of graduands' files to ensure program requirements have been met; Maintains close ties with relevant staff at Wilfrid Laurier University with respect to management of the joint PhD in Global Governance; Assists in the preparation of appraisal briefs for OCGS in consultation with the responsible program officer;
- Develops and maintains comprehensive graduate student databases to monitor program status, financial support, historical data for various reporting functions including OCGS reports and program reviews;

2. Serves as a resource for graduate students:

- Provides students with documentation as required for registration;
- Advises or refers students to the appropriate individual or agency for advice when problems or concerns arise;
- Assigns and manages office space for graduate students;
- Serves as a resource for all incoming and continuing students on policies, procedures, deadlines, and other program matters; ensures students are aware of program requirements, course and calendar changes, and convocation requirements;
- Assists the Associate Chair with prospective co-op graduate student applications;

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- Provides guidance or referral on non-academic matters as needed; provides support to international graduate students as required.

3. Manages funding arrangements and scholarship application process for graduate students:

- Coordinates TA, RA and GRS allocation and payment;
- Schedules proctors for all undergraduate midterm and final examinations in collaboration with the Undergraduate Program Assistant;
- Serves as the graduate scholarship coordinator for internal and external scholarship competitions; ensures that eligible doctoral students are aware of available external awards; assists students with applications as required;
- Prepares nominations for graduate scholarships and awards; ensures awards have been correctly paid; monitors available funds;
- Assists the Chair and Administrative Assistant in the preparation of the annual budget as related to the graduate programs.

4. Co-ordinates communications, marketing, and recruiting for graduate programs:

- Manages annual graduate recruitment strategies, including preparation of booth material for annual UW Grad Fair;
- Assists Chair and Associate Chair, Graduate Studies, in the design and distribution of advertising and promotional material for prospective graduate students;
- Responds to inquiries pertaining to the graduate programs; serves as the liaison between the programs and other departments and educational institutions, alumni, and external contacts;
- Maintains department web pages related to graduate students; creates and maintains student profiles;
- Co-ordinates and participates in annual graduate student orientation activities; arranges information sessions;
- Prepares graduate program handbooks in consultation with the relevant program officers;
- Co-ordinates submission of graduate material for department meetings, for Arts' Graduate Affairs Group, and for the Graduate Calendar; ensures faculty calendar information is updated;
- Maintains connection with program alumni and ensures currency of alumni contact information.

**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

- Completion of a Bachelor's degree, or equivalent education and experience.

Experience

- Administrative experience in an academic department, particularly in academic program administration
- Record of success in managing relationships with faculty, staff and students
- Demonstrated commitment to confidentiality

Knowledge/Skills/Abilities

- Proven attention to detail
- Demonstrated ability to ask probing questions, anticipate student needs, and apply sound judgment
- Proven ability to work independently with minimal supervision in a fast-paced, deadline-oriented, multi-tasking environment
- Thorough knowledge of university policies and procedures, particularly as related to graduate studies and scholarship requirements
- Intermediate skill level using Microsoft Word.
- Intermediate skill level using Excel.
- Intermediate skill level using PowerPoint.
- Other technical skills: Quest, OnBase, Infosilem, SharePoint, Outlook, WCMS

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal and external contacts to obtain, clarify, and discuss information and problems, leading to resolution. Contacts could include: Graduate Program Officers for the Master of Public Service and Global Governance programs; current graduate students; Office of Arts' Associate Dean, Graduate Studies; Graduate Studies and Postdoctoral Affairs; Waterloo International; Co-operative Education; Centre for Career Action; and a comprehensive range of university administrative support units. External contacts include: prospective graduate students; alumni of the graduate programs; personnel at CIGI, BSIA, and WLU. The position requires sensitivity to the needs of a wide client base, including faculty, co-op and mature students, students learning online, exchange and other international students and students registered with AccessAbility Services.
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides guidance to others and works closely with the Administrative Manager, Associate Chair, Graduate Studies, and Department Chair.
- **Decision-Making Authority:** Prioritizes tasks given multiple deadlines and demands; advises and directs students to appropriate resources. Position requires proactive problem solving.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions.
- **Working Environment:** Travel: The position is dedicated two days per week to the Balsillie School of International Affairs with the balance of time on the main UW campus. Division of time may vary with academic cycle. Working hours: Regular working hours. Risks: Minimal; typical of a varied administrative position dealing with a variety of individuals.