

Job Description

Job Title:	Undergraduate Advisor
Department:	Department of Knowledge Integration
Reports To:	Outreach and Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 6, FTE 0.6
Effective Date:	June 1, 2020

Primary Purpose

This position is responsible for academic advisement of current and future students in the Honours Bachelor of Knowledge Integration (BKI) program. KI students explore their academic interests across all six faculties, leading to career paths that include graduate studies in areas ranging from political science to biology to statistics; professional programs including law and medicine; and work in a wide range of industries and organizations. This position is also responsible for coordinating the 10-day international field trip of second year KI students.

Key Accountabilities

Student Advising

Including, but not limited to:

- Provide knowledgeable guidance to students concerning their choice of program, selection of options, minors, joint and concurrent degrees and course selections within the context of their educational and career goals.
- Maintain in-depth and current knowledge of BKI undergraduate curriculum and academic requirements for the BKI; of the University policies and faculty regulations of particular relevance to student issues; and of the sources of support and help that are available to students, both within and outside the university.
- Monitor, assess, and communicate academic standing and progression in fulfillment of degree requirements, of which only 30% are core courses.
- Collaborate with academic faculty and staff from across the University, in order to assist students in securing the courses they need.
- Determine which courses individual students have taken to meet the 11 required breadth courses, for which there are a great number of options, and maintain a record of approved courses.
- Retain signing authority for class selection, enrollment, course drop/add forms and Recommendation to Graduate forms.
- Advise students how to prepare academic or grade appeals effectively.
- Ensure student success through ongoing individual connections, proactive advising, and early intervention.
- Advise individual students in academic difficulty during a term, on options and supports for ensuring their academic success.
- Provide referrals for students in crisis; this role requires maintaining current training and a thorough and confident background in University of Waterloo ethics and crisis management for issues that range from academic concerns to personal difficulties.
- Organize events to build a strong sense of community among the students, faculty, and staff.

- Maintain knowledge of BKI admissions regulations and practices, including transfer credit regulations pertaining to a wide variety of academic institutions.
- Advise students considering a transfer into BKI (from other faculties or institutions) on their admissibility and assess their academic record for transfer credits; each case is unique and thus requires a breadth of knowledge. Approve applications that clearly meet transfer criteria.
- Advise students outside the department wishing to do a Minor in Knowledge Integration.

Field Trip Coordination

Including, but not limited to:

- Coordinate all arrangements including financial management for the KI museum field trip (INTEG 230) to a European city (such as Amsterdam, Berlin, Copenhagen, or Barcelona).
- Research and reserve accommodation for faculty, staff, and typically 30 second-year students that is affordable and centrally located near museums and public transit.
- Complete and monitor all risk management procedures, including ensuring student compliance with Waterloo International's travel guidelines/preparation.
- Prepare plan B (e.g. Ottawa, Ontario) should circumstances make the original destination not possible.

Academic Administrative Support

Including, but not limited to:

- Provide interpretation of policies and procedures as related to the undergraduate program.
- Organize class selection, enrollment, student and course blocks.
- Add and maintain future term course offerings in the CEM database.
- Gather, organize, add, and maintain individual course instructor constraints in the scheduling system.
- Input course combinations, notes, instructor information & room/time/pattern requests. Co-ordinate held-with course information with coordinating department.
- Maintain and provide Analysis of Degree Requirements (ADR) templates for the Registrar's Office.
- Track approved exceptions to the ADR templates for manual evaluation of graduation requirements.
- Organize and process course evaluation data for each of the INTEG courses each term.
- Distribute grade reports and ensure submission of grades to Registrar's Office.
- Assemble student challenges, grievances and petitions, complete forms, append transcripts and other relevant documents.
- Organize and maintain all confidential admission and academic records.
- Sign Recommendation to Graduate forms, verifying that information is accurate, including tracking approved individual exceptions and substitutions.
- Maintain database of Knowledge Integration program course descriptions and faculty listings for the undergrad calendar.
- Manage and maintain BKI revisions to the undergrad calendar.
- Maintain an up-to-date procedure file for this position.
- Assist in other department initiatives as needed.

BKI Recruitment

Including, but not limited to:

- Encourage future students to pursue their interdisciplinary interests through the Knowledge Integration program.
- Participate in recruitment events including the Ontario Universities' Fair in Toronto, on-campus open houses, and other related events.
- Engage with future students, their parents, teachers, and guidance counsellors by email, phone, and on-campus meetings.

**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; equivalent combination of education and experience will be considered.

Experience

- 4 years' experience working in an academic environment within student services is preferred.
- Experience with interpreting and advising on undergraduate policies and procedures is preferred.
- Experience with international travel to a non-English-speaking country an asset.
- Proficiency with Microsoft Word and Excel is required.
- Experience with University of Waterloo online data systems (such as Quest, Infosilem/DCU scheduling system), or equivalent systems an asset.

Knowledge/Skills/Abilities

- Demonstrated understanding of the university environment and its organizational structure.
- Familiarity with University of Waterloo undergraduate programs from a variety of academic units is an asset.
- Ability to help guide students in the development of a coherent course sequencing is an asset.
- Demonstrated ability to communicate effectively (oral and written) with a diverse group of individuals.
- Excellent interpersonal, organization, and time management skills.
- Proven ability to work independently with minimal direction as a team member in a busy and varied environment with deadlines and changing priorities.
- Sound judgment, tact, diplomacy and problem-solving skills.
- Proven aptitude for accurate and detailed work.

Nature and Scope

- **Contacts: Internally:** Communicates with current KI students to advise them for academic and personal success, including dealing with highly sensitive matters. Maintains effective working relations with academic advising staff from units across campus. Communicates with faculty and staff in KI and across campus, including negotiating access to courses. Connects with student-related academic support units across campus. **Externally:** Communicates with the preferred travel agency of the University, hostels, and other organizations connected to the international field trip to negotiate reasonable costs and arrangements. Also communicates with future KI students, their parents, teachers and guidance counsellors.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** This position has decision-making authority for routine issues. Complex issues are investigated and then recommendations are provided to the Associate Chair, Undergraduate Studies for approval.
- **Physical and Sensory Demands:**
- **Working Environment: Travel:** Occasional travel in Ontario required. **Working hours:** Working hours and days are distributed unevenly across the year to coincide with the times that the KI students are on campus, with more hours during the Fall and Winter terms, and fewer during the Spring term. Occasional work outside of usually-scheduled work days including some evenings and weekends for events such as convocation, recruitment activities, and essential meetings. **Physical Risks:** Minimal risk of students reacting negatively to decisions. **Psychological risks:** The incumbent must be sensitive to the needs of dealing with at-risk students that are exposed to stress and pressure that may at times require immediate action. This role involves exposure to irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year).