

Job Description

Job Title:	Graduate Program Coordinator
Department:	Computational Mathematics/Applied Mathematics
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	September 2020

Primary Purpose

The Graduate Program Coordinator provides a range of administrative support functions for the for the Centre for Computational Mathematics in Industry & Commerce (CCMIC) and the Department of Applied Mathematics graduate programs. The Graduate Program Coordinator performs a wide range of activities supporting all aspects of the graduate program, including, but not limited to, information and financial management, admissions, scholarship coordination and graduate student liaison.

Key Accountabilities

Computational Mathematics/Graduate Support

- Advises graduate students on behalf of, and in conjunction with, the Director and Graduate Officer of the Centre for Computational Mathematics in Industry and Commerce (CCMIC), particularly incoming students and prospective applicants, in an attempt to guide them through program choices, as well as through personal issues which need to be skillfully interpreted and filtered through University resources as required
- Ensures that graduate students adhere to deadlines, issues including, but not limited to, requests for extensions, course changes, thesis submissions, calendar changes, and convocation requirements
- Monitors students' grades, keeping the Director and Graduate Officer informed of issues as necessary
- Manages all administrative aspects of the teaching assistant and graduate research studentship assignments in the department
- Monitors the funds available for graduate student support and each term's assignments for consistency with departmental policies
- Processes salary payments for TA's, RA's and GRS's and ensures accuracy in conjunction with the Department Coordinator
- Organizes seminars and research colloquia, schedules and books rooms, prepares advertisement posters using Mailman lists, books and sets up audio-visual equipment and orders refreshments when required
- Provides input to support the decision process of student nominations for department, faculty and university graduate scholarships and awards
- Prepares the necessary documents, monitors the funds available and ensures that awards/scholarships are been paid out correctly, in conjunction with the Administrative Manager
- Prepares financial letters for promissory notes on an as needed basis for students
- Ensures graduate program information is up to date in the university calendar and on the Computational Mathematics website and assists the University Graduate Office with updates as required
- Assists with graduate milestone completion (e.g. research presentations)

Job Description



- Ensures that the Graduate Studies Committee duly processes graduate study applications for admission
- Assists the Undergraduate Coordinator with graduate course information for scheduling purposes
- Organizes and takes part in graduate orientation activities and sessions each term
- Supports students in acclimatizing to the department and UW environment

Applied Mathematics Undergraduate and Graduate Support:

- Administers graduate program applications, ensures applications are complete, calculates admission averages, circulates applications to Applied Mathematics Graduate Officer and faculty members, enters details of admission including financial offer, completes acceptances/rejections for review by the Associate Chair Graduate Studies
- Processes non-standard admission applications
- Ensures that the graduate officer and faculty members processes graduate study applications for admission
- Prepares travel claims and reimbursement requests for all AM and CM graduate students in compliance with University Policy and Tri-Agency Granting requirements
- Responds to all inquiries related to the applied mathematics graduate program
- Assists in the planning and execution of the graduate events, including graduate student orientation, Frosty Fridays, departmental socials, and holiday celebration
- Purchase online software licenses for graduate students
- Book classrooms for course-related graduate activities (midterms, review sessions) as required

Administrative Services and Support:

- Provides Administrative support to the Computational Mathematics Director and Graduate Officer with the operation of the Centre
- Works collaboratively with the Administrative Manager and the AM Graduate Program Coordinator to plan, organize and execute events
- Provides backup for other department staff as required
- Assists other units with administrative responsibilities as deemed appropriate by the Administrative Manager
- Provide administrative support for the implementation of the Computational Mathematics undergraduate students awards annually
- Undertakes other duties as assigned

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

Experience

- Some administrative experience in an academic environment. Knowledge of graduate policies and procedures. Organizational, analytical, interpersonal, customer service, and communication skills (oral and written) required. Aptitude for attention to detail and accuracy are essential. Proven capacity to handle high volume and multi-tasking.

Knowledge/Skills/Abilities

Job Description



- Intermediate experience with MS Office, SharePoint and databases
- Demonstrated customer service skills with a client focus
- Demonstrated experience processing financial transactions from multiple streams
- Prior experience coordinating meetings
- Well-developed communication skills (oral and written) with the ability to respond with sensitivity to challenging situations
- Effective organizational and problem-solving skills, flexible, takes initiative and uses resourcefulness to work independently
- Time management skills, ability to manage multiple priorities from different portfolios, with tight deadlines
- Ability to work effectively and successfully with diverse stakeholders, international students and people from a wide variety of backgrounds and cultures
- Attention to detail and accuracy is essential
- Ability to adapt and implement new technologies
- Sound judgement, tact, diplomacy, and problem-solving skills
- Proven capacity to handle high volumes of requests and to multi-task
- Strong interpersonal skills with the ability to interact in a positive and supportive manner
- A willingness to learn new software as required
- Demonstrated discretion and respect for confidential information and processes
- Proficiency with Quest and OnBase or similar systems
- Demonstrated knowledge of graduate policies and procedures preferred
- Working knowledge of University of Waterloo policies and procedures is an asset

Nature and Scope

- **Contacts:** Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: Associate Chair/Director for Graduate and Undergraduate Studies, Chair/Director of the Department(s), all faculty and staff members in the Department(s), Mathematics Undergraduate Office, Mathematics Graduate Office staff, Dean's Office staff, Other Mathematics departments/school staff, Graduate Studies and Post-Doctoral Affairs Office, Co-operative Education and Career Services Office, Undergraduate and Graduate students, Print and Retail Solutions, Human Resources, Math Finance Office, Student Awards & Financial Aid Office, Student Success Office, UW Catering, MFCF, IST, Instructional Technologies and Multimedia Services (Audio-Visual Services). Position requires communication with external contacts to obtain, clarify and discuss information: International Researchers, Local Hotels, Airways Transit
- **Level of Responsibility:** The job has defined specialized and routine tasks; the incumbent receives specific guidance.
- **Decision-Making Authority:** Provide information to support the CM Director, CM Graduate Officer and the AM Associate Chair of Graduate Studies in the decision-making process on academic matters related to graduate studies in the department. Some examples include graduate application acceptances and rejections, revisions to degree or course requirements, and make decisions (in consultation with the Associate Chair of Graduate Studies or the Administrative Manager) on non-academic matters related to graduate studies. Some examples include graduate student orientation activities, graduate student social events, referral of students to appropriate resources (academic advisor, counselling, etc.), and graduate student office space assignments.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.

Job Description



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- **Working Environment:** This role generally involves regular working hours but may require some after-hours work to support department events. No physical or psychological risks.