

Job Description

Job Title:	Administrative Coordinator & Advisor, Undergraduate Studies
Department:	Sociology and Legal Studies
Reports To:	Administrative Assistant
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	October 2017

Primary Purpose

The Administrative Coordinator and Advisor, Undergraduate (UG) Studies organizes and administers academic services for the Sociology & Legal Studies undergraduate programs, and provides advice and support to undergraduate students, including enhancing student success. The position provides administrative support to the Associate Chairs, UG Studies, and general support to faculty and sessional instructors to the Department.

Key Accountabilities

Undergraduate Student Advisement

- Advises Undergraduate students in Sociology & Legal Studies – majors, minors and enrollees from all University of Waterloo Faculties in consultation with the Associate Chair, UG Studies in accordance with university policies and procedures;
- Advises students about course and program selection, strategies for completion of requirements, enrolment issues, exam regulations, academic deadlines and other issues;
- Assesses and approves student permission forms, including course overrides, plan modifications, co-op sequence changes; Letters of Permission, cross registration and international exchange opportunities;
- Identifies and refers complex or unusual student issues or concerns to the UG Associate Chairs; assists with investigation and problem-solving as required;
- Assists with Academic Progression and Recommendation to Graduate reports, petitions, academic appeals, transfer credit assessments and student grades;
- Acts as the first point of contact and provides advice to students in personal and academic crisis within UW ethics and crisis management guidelines and refers students to on-campus resources as appropriate;
- Consults with advisors in other academic units regarding students of mutual interest;
- Manages co-op work term submissions, grading, monitoring and awards;
- Monitors enrolment reserves, enrolment capacity, and student course override requests for Sociology and Legal Studies courses; develops reserves for specific courses as needed to facilitate student progression;

Department timetable representative for the Sociology and Legal Studies Undergraduate programs including all cross-listed courses

- Assists the Administrative Assistant in developing the departmental timetable for undergraduate courses each term in consultation with the Chair;
- Collaborates with Legal Studies partner academic units to facilitate course scheduling, determine course reserves and section needs;

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<ul style="list-style-type: none">• Collects and summarizes department teaching requests for the Chair's approval;• Identifies potential course conflicts within the Sociology and Legal Studies department and with other Legal Studies partner academic units and Faculties as required;• Reviews final undergraduate course schedule for accuracy, ensuring it meets department needs;• Co-ordinates final exam scheduling with the Registrar's Office;
<p>Department calendar representative for the Sociology and Legal Studies Undergraduate program in consultation with the Associate Chairs, UG Studies and Legal Studies Committee</p> <ul style="list-style-type: none">• Communicates and consults with other academic units to solicit feedback about proposed changes;• Compiles course and plan changes for inclusion in the Undergraduate Calendar;• Prepares submissions for the UG Affairs Group;• Reviews all Sociology and Legal Studies content in the UG Calendar prior to publication;• Identifies areas requiring future revisions;
<p>Undergraduate Student engagement</p> <ul style="list-style-type: none">• Maintains active communication with and for students and others using a range of communication modalities;• Maintains the department website with direction from the UG Chairs and department Chair;• Plans and participates in various student-focused departmental events;• Provides advice and support to members of the Sociology and Legal Studies student societies as needed;• Represents the department at various Faculty of Arts student events, including Ontario University Fair, Fall Open House, March Break Open House;
<p>General Administrative support to the Department including but not limited to the following</p> <ul style="list-style-type: none">• Contributes to the smooth functioning of the undergraduate program; identifies problems and recommends improvements to the Chair and Associate Chair as appropriate;• Prepares data and statistical reports as required for the Chair, Associate Chair and Administrative Assistant as needed;• Maintains Department records of current students and graduates, including confidential correspondence, adhering to UW policies;• Serves as a resource to faculty and sessional instructors regarding UG policies and procedures;• Distributes course evaluations for the Department each term;• Maintains database of course outlines;• Prepares the agenda for UG Committee meetings with the Associate Chairs UG Studies; prepares minutes of these meetings; follows up as required with the Department and UGAG;• Assists the Associate Chair UG Studies with nominations and final selection for departmental awards;• Order and maintains department supplies.

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">• Undergraduate degree or equivalent combination of education and experience
<p>Experience</p> <ul style="list-style-type: none">• Administrative experience with advising or counselling students in an academic environment, including sound working knowledge of UW policies and procedures as they relate to undergraduate students is required.• Experience with Undergraduate scheduling practices are preferred.

Knowledge/Skills/Abilities

- Well-developed organizational, analytical, customer service and communication skills (oral and written). Aptitude for attention to detail and accuracy are essential.
- Proven capacity to multi task and handle a high volume of work.
- Strong interpersonal skills with the ability to interact in a positive and supportive manner.
- Other technical skills; MS Office, Infosilem, Quests, Outlook, WCMS, Sharepoint, Minute taking.

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal contacts to obtain, clarify and discuss information, and when dealing with students, to present and discuss information and problems, leading to resolution. The position requires a sensitivity to the needs of a wide base, including faculty, coop students, mature students, exchange and other international students and students registered with Accessibility Services.
- **Level of Responsibility:** The position has specialized work with minimal supervision and provides guidance to others and works closely with the Administrative Assistant, Associate Chair, UG Studies, Department Chair and Administrative Coordinator, Graduate Studies.
- **Decision-Making Authority:** This position has decision making authority; complex and non-routine issues involve consultation with the Associate Chair, UG Studies. 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 interruption which may include occasional evenings.
- **Working Environment:** Travel: none. Working hours: regular. Risks, physical and psychological: involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.