

Job Description



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| Job Title: | Academic Administrative Supervisor |
| Department: | Stratford School |
| Reports To: | Administrative Officer |
| Jobs Reporting: | Recruitment & Admissions Coordinator |
| Salary Grade: | USG 7 |
| Effective Date: | July 2018 |

Primary Purpose

At a satellite campus this position is responsible for providing overall administrative and operational support in carrying out activities related to the undergraduate and graduate students at the Stratford School. The incumbent is responsible for ensuring smooth day-to-day, term to term and year to year operation of the Stratford School programs within established policies and procedures. As a supervisor, the incumbent is expected to solve problems pertaining to the academic programs that may arise for students, staff and faculty members. In general, the incumbent is expected to be a positive and helpful first point of contact in the Stratford School Student Services Office. The incumbent is expected to be fully conversant with many aspects of the School, especially undergraduate and graduate rules and regulations, in order to effectively assist students, the general community and the program's administration.

Key Accountabilities

Leadership and Management of Academic activities

- Scheduling of courses, exams and protors each term.
- Assisting students with a broad range of academic enquiries, including enrollment, scheduling, INCs, plan changes, policy and procedure and directing them to other resources as appropriate.
- Ensuring that information to students is correctly updated and disseminated and that all students are enrolled in their first term's courses. Responsible for student records.
- Ensuring that forms are updated to reflect procedural changes and that information is disseminated appropriately and accurately to students. Ensuring that procedures are up to date and reflect policies.
- Providing teaching support to instructors with regards to LEARN, textbook orders, procedures for examination printing, confidential storage of examinations, course outlines, classroom bookings and scheduling, grade collection.
- Ensuring that course evaluations are administered appropriately each term.
- Ensuring accurate databases are maintained with regards to incomplete grades, course enrolments.
- Managing petitions, student grades and academic appeals.
- Responsible for enrolment reserves
- Referring students to on-campus resources as appropriate.
- Serving as committee member for hiring leaders for GBDA Living Learning Community
- Leads AccessAbility Services activities at the Stratford School.
- Collecting and summarizing teaching constraints for Director's approval. Determining course reserves and section needs. Resolves scheduling issues affecting enrollment.
- Coordinating final exam schedule with the Registrar's office term by term.

Supports the teaching, public relations, research activities and goals of the School

- Employs appropriate protocol with international and VIP guests by phone and in person
- Responds to queries and requests for information, requiring a thorough understanding of University academic Policies and Procedures
- Responsible of keeping the Director apprised of any academic matter that may require immediate action
- Organizes agendas, minutes, documentation and provides briefing notes for the Director prior to faculty and curriculum committee meetings
- Maintains Stratford files pertaining to the Director's office, including the compilation and maintenance of statistical data, faculty files, etc.
- Drafts correspondence and prepares confidential documents for the Director's signature
- Organizes academic administrative and committee meetings, creates agendas and takes minutes as required

Supervision of Academic Administrative Activities

- Hiring, training, assignments of duties, classifications of positions and performance evaluations for direct reports.
- Oversees budget for recruitment and admissions.
- Supervises the Recruiting and Admissions Coordinator
- Monitors daily activities and workload demands of the the academic advising and recruitment and admissions team and reassigns work or assigns special projects as they arise.
- In conjunction with the Administrative Officer, participates in the hiring of academic support staff and arranges for temporary administrative assistance as needed.
- Supports the undergraduate and graduate programs, assisting with difficult situations and acting as back-up Student Services resource during vacations and absences.
- Ensures that the academic administrative team receives the appropriate tools necessary to perform in their roles.
- Works closely with the Administrative Officer, managing the academic administrative resources of the School, ensuring continuous, smooth operation of all activities.

Management of Academic Advising

- Provides knowledgeable advice to undergraduate and graduate students related to policies, procedures and course selection within the context of their educational and career goals.
- Advises students on pre-requisite issues for courses in the Faculty of Arts and other faculties.
- Advises Faculty members, sessional instructors and staff on Faculty policies and procedures

Supervises Academic Processes

- Ensures that Academic Progression (AP, GPA rules and course lists) are updated and implemented accurately each term.
- Ensures that Academic Advisement (AA) templates and course check lists are updated and implemented accurately each term.
- Evaluates, communicates, monitors, academic standing and progression to fulfillment of degree requirements.
- Develops procedures and communicates these to academic advisors and students.
- Makes changes to academic standings as a result of grade revisions.
- Jointly responsible with the Assistant Registrar for the production of summaries for the S&P committee. These summaries require extracting relevant information and background from the petition and in-depth knowledge of the student records and systems as well as academic policies and procedures.

Job Description



**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

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| Education <ul style="list-style-type: none">• Bachelor's degree or equivalent; or college degree with substantial relevant professional experience |
| Experience <ul style="list-style-type: none">• Administrative experience and familiarity with policies and procedures relating to undergraduate and masters students. Well-developed organizational, interpersonal and analytical skills and communication skills (written and oral) are required. Excellent human relations skills, in particular, ability to guide and develop staff and foster constructive team relationships.• Proven ability to deal with confidential issues and interact tactfully with others.• Demonstrated use of sound judgement, tact, diplomacy and problem solving skills.• Demonstrated ability to work independently and in a team atmosphere in a busy and varied environment with deadlines and changing priorities. |
| Knowledge/Skills/Abilities <ul style="list-style-type: none">• Intermediate experience with Excel, Word and Web content management software. A sound knowledge of databases and SharePoint. Intermediate experience using online student information systems - PeopleSoft, OnBase, Quest and ASIS. Knowledge of Unit4.• Proven ability to problem-solve; commitment to process improvement.• Ability to apply sound judgement and to handle confidential materials.• Ability to work collaboratively with colleagues to accomplish/deliver shared objectives• Must be self-directed with proven initiative and the ability to work independently in a busy multi-tasking and deadline-oriented environment. Well-developed organizational skills and attention to detail.• Maintain a clear Police Vulnerable Sector Check |

Nature and Scope

- **Contacts:** Undergraduate and Graduate students, staff and faculty at the Stratford School, staff and faculty in Arts, staff in the Registrar's office, Associate Deans, various academic departments on campus, HR, Finance, SSO, Counselling, Co-op, Centre for Extended Learning, WatPD, Writing Centre, Persons with Disabilities and Housing.
- **Level of Responsibility:** Manage a School-wide function or process that is highly specialized with direct reports
- **Decision-Making Authority:** Makes independent decisions regarding undergraduate student academic progression for individual students, subject to Faculty policy. Makes independent decisions regarding implementation and dissemination of information about Faculty policies and procedures. Makes hiring and performance evaluations decisions about direct reports. Makes decisions on timelines, budget allocation, staffing resources to meet established objectives. Make decisions about the best way to document and communicate policies and procedures. Makes independent decisions regarding enrolment and scheduling.
- **Physical and Sensory Demands:** Minimal physical demands typical of an administrative position within an office environment; peak times can include many simultaneous demands and interruptions.
- **Working Environment:** Occasional travel to Waterloo campus. Regular working hours.