

Job Description

Job Title:	Student Services Advisor
Department:	Engineering Undergraduate Office
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	March 21, 2019

Primary Purpose

The Student Services Advisor provides assistance and advice to students seeking academic guidance and/or personal counselling. There are two Student Services Advisors in the Engineering Undergraduate Office (EUGO), which support all clientele. Although they share many front-line duties, they also perform some tasks independently.

Key Accountabilities

Student Service

- Provides initial assessment and first level advice for undergraduate clientele.
- Delivers appropriate triage and directs priority matters and students in crisis to the appropriate academic advisor or counsellor.
- Books student appointments with Engineering Undergraduate Office personnel, including Associate Dean, personal counsellors and academic advisors.
- Notifies students of changes to scheduled appointments and of mail/document pickup.
- Answers main telephone line and general EUGO email inquiries.

Customer Service

- Assists co-op students with payroll instructions for TA work-term placements in the EUGO.
- Signs out keys and textbooks to teaching assistants and staff and follows up on returns.
- Distributes office supplies to co-op student teaching assistants.
- Books office conference rooms.
- Interacts with New Media Services regarding urgent printing requests for exams and special reports, for letterhead, business cards and for office copier needs.

Administration

- Enters student course-override forms in Quest and files by term.
- Solicits and processes nominations for Sandford Fleming teaching assistant awards.
- Contacts course coordinators to gather textbook information; processes orders and acquires desk copies from publishers.
- Organizes committee documents for archives.

Office Operations

- Reconciles office supply purchases using Unit 4 reporting.
- Purchases office supplies with UW PCard and allocates monthly expenses.
- Arranges catering for regular instructor/student meetings twice each term and processes invoices.
- Keeps up-to-date safety information posted and replenishes first aid kits; performs fire warden duties.
- Contacts Plant Operations regarding work requests and Custodial Services for regular office/lab maintenance and between-term cleaning.
- Contacts Procurement Services for office purchases as needed.
- Contacts IST regarding changes to staff and teaching assistant telephones.
- Maintains office laptop and booking calendar.

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- Prepares items for surplus declaration and confidential shredding.
- Arranges for projector maintenance in teaching labs annually.

Record Management

- Scans counselling client registrations, including privacy policy and release of confidential information forms.
- Maintains key permit records and follows up on borrowed and lost keys.
- Retains detailed textbook order information.
- Stores PCard records and purchase requisitions following UW retention policy.
- Assists with filing of first year student documents
- Distributes student files to home departments on completion of 1B
- Scans course outlines, midterm and final exams for archives

Other

- Performs other duties and assists with other tasks as needed.

**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

- Post-secondary degree/diploma or equivalent combination of education and experience.

Experience

- Administrative support experience, preferably in an academic environment.
- Excellent interpersonal and communication skills, oral and written proven ability to interact across students, faculty and staff.
- Demonstrated ability to work under pressure and flexibility to deal effectively with change.
- Experience interacting with young adults in a university setting during transition year from high school.
- Excellent organizational skills with attention to detail.
- Ability to work independently as well as with a team.

Knowledge/Skills/Abilities

- Knowledge of UW policies and procedures; undergraduate rules and regulations in the Faculty of Engineering
- Willingness to learn Counselling Services booking system
- Working knowledge of Microsoft Office and Outlook
- Competency in exhibiting compassion, particularly with clients under stress or in emotional crisis
- Demonstrated ability to exercise judgement and discretion when handling confidential information
- Demonstrated ability to work with a colleague on shared front-line duties
- Knowledge of Quest for student records, enrolment and course override forms
- Management of generic email account for general inquiries
- Knowledge of Unit 4 financial system
- Knowledge of Centre Suite (PCard) system for office supply purchases and allocation of expenses
- Care of office equipment functionality including Xerox for copying and scanning
- Familiarity with Concur for out-of-pocket expense claims
- Use of web-based shipping system

Nature and Scope

- **Contacts:** The incumbent must interact effectively and professionally on a daily basis with undergraduate students, particularly those in their first year of study, with the Registrar's Office and Coop, as well as the Student Success Office. There is extensive interaction with Engineering Undergraduate Office colleagues including student advisors, the Associate Dean, Directors and Associate Directors, as well as Engineering instructors and teaching assistants. With in-faculty counsellors regarding students in crisis and Central Counselling Services on booking matters. With other areas such as New Media Services for course material, with Plant Operations, Key Control, Custodial Services, Central Stores and IST for various office operations. With the UW book store for textbook orders and external publishing houses for instructor/TA textbook copies and other external suppliers for office and printer supplies, etc.
- **Level of Responsibility:** The incumbent has defined or routine tasks and works with a partner on front-line duties to provide guidance to others, as well as independently on certain tasks. Minimal supervision is required and guidance is sought when necessary.
- **Decision-Making Authority:** Exercises independent action on areas of customer service and general office operations.
- **Physical and Sensory Demands:** Minimal physical and sensory demands typical of a staff member operating within a university administrative department. May encounter students in emotional crisis.
- **Working Environment:** Minimal exposure to disagreeable conditions and pressure. Works with a partner on front-line reception duties. Varied computer work. Comfortable office environment typically sedentary in nature. Periods of high stress at particular times during the term due to large numbers of students seeking advice and support.