

## Job Description

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<b>Job Title:</b>	Support Services & Scheduling Coordinator
<b>Department:</b>	Management Sciences
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	January 2019

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### **Primary Purpose**

The Support Services & Scheduling Coordinator (SSSC) provides a range of administrative support functions to the department, its staff, students and academic officials. The SSSC also provides professional, front line customer service for the members and visitors and assists with the efficient operation of the department.

### **Key Accountabilities**

**Provides a range of administrative services to enhance the operation and efficiency of the department, its staff, students and academic officials including the following duties:**

- Manages beginning of term procedures (eg., issuing key permits, setting up mailboxes, updating bulletin boards, room schedules, etc);
- Manages daily workflow of main offices (ie, sorts mail, prepare courier forms, provide general assistance to visitors, provide copying service for mid-terms and final exams, ensure confidential material is disposed of as required by FIPPA rules);
- Orders and monitors the department's administrative and non-administrative teaching supplies within available budget using a P-card. Ensures inventory of stock is maintained;
- Assists the Administrative Officer in the management of department space; ensures equitable and timely space assignments; assist in maintaining usage reports;
- Serves as liaison between the department and UW Bookstore and textbook sales representatives;
- Maintains departmental equipment and ensures equipment is in optimal working condition (ie, photocopiers, printers, etc.);
- Arranges meetings, including room bookings, catering, AV support, and others as required.

**Provides a variety of services in support of the undergraduate and graduate student experience, including the following duties:**

- Department Course and Examination Scheduling Representative; coordinates all logistics course, tutorials, labs, mid-term and final exam scheduling working with the UG Coordinator and Advisor, Graduate Studies Coordinators, Engineering Undergraduate Office, Scheduling and the Registrar's Office; liaises with representative in other department/faculties across campus and instructors; evaluates their needs to ensure conflict free schedules; uses sound judgement to resolve any conflicts;
- Assists the UG Coordinator and Advisor and Graduate Coordinators by monitoring the Schedule of Classes, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts; suggests resolutions to problems.
- Manages and creates term proctoring schedule, assigning proctoring duties to graduate students and external proctors; resolves unforeseen and last minute changes using sound judgement provides information to Financial Coordinator for preparation of casual pay.
- Collects Graduate Course outlines each term and uploads to Department Sharepoint Site.

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- Administers the Course Critiques for both Undergraduate and Graduate courses each term.
- Assist the Associate Chair for Undergraduate Studies with TA assignments each term; compiles a list of courses and instructors; updates paper-based application; prepares and issues TA letters, TA list and collects and tracks accepted TA offers; issues and collects TA Award Nominations to all instructors.

**Provides regular support to the department's administrative management as required including:**

- Under the direction of the Faculty Seminar Series Coordinator, manages the logistics for Seminar Series and Workshop events including all communication with departmental guests, booking travel and accommodation arrangements, and collecting the travel expense claim after the visit for approval by the Administrative Officer; resolves any unforeseen or last minute changes as required.
- When needed, assists the Assistant to the Chair with Faculty candidate interviews and associated activities.
- As back up to the Assistant to the Chair, attend monthly Department meetings and prepare Minutes.
- Assists with other department events as needed.

**Other**

- Provides back up to other staff as required;
- Maintain procedure manuals for this position and implements changes to procedures and processes as directed by the Department, Faculty or University;
- Identify and recommend process improvements;
- Attend events when required;
- Attend meetings and update skills as deemed necessary for this position;
- Other duties or projects as assigned by the Administrative Officer.

## Required Qualifications

**Education**

- College Diploma in Office Administration or related discipline.
- Equivalent combination of education and/or experience will be considered.

**Experience**

- 1 year of administrative experience is required, experience in an academic work environment is preferred.
- Demonstrated experience taking minutes at meetings is an asset.

**Knowledge/Skills/Abilities**

- Organizational, analytical, interpersonal, customer service and strong communication skills (oral and written) required;
- Aptitude for attention to detail and accuracy are required;
- Ability to handle situations with clarity, diplomacy and tact
- Ability to work independently and as part of a team.
- Proven capacity to handle high volume of requests and multi-task;
- Intermediate skills in MS Word, Excel and Outlook;
- Familiarization with Quest, LEARN, Sharepoint and Infosilum (DCU), Unit4 an asset.

## Nature and Scope

- **Contacts:** Works collaboratively with students, faculty, staff and external contacts to obtain, clarify and discuss information and to give and receive instructions.
- **Level of Responsibility:** This position has specialized work and defined duties and responsibilities and receives direct supervision. Self-initiated, detail-oriented and sound judgement skills required.

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- **Decision-Making Authority:** The position requires planning and pro-active problem solving. Complex and non-routine issues involve consultation with the Administrative Officer and/or the Chair.
  - **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include multiple priorities and frequent interruptions.
  - **Working Environment:** No Travel, regular working hours with occasional weekend or evening opportunities. Risks (physical and psychological): minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions. Exposure to disagreeable conditions, particularly when conveying unwelcome or negative information is necessary.