

Job Description

Job Title:	Research Graduate Programs Coordinator, M.Sc. & Ph.D. programs
Department:	School of Public Health and Health Systems
Reports To:	Directly: Administrative Officer; Functionally: Associate Director, Research Graduate Studies
Jobs Reporting:	Research Graduate Assistant M.Sc. and Ph.D. programs
Salary Grade:	USG 7
Effective Date:	August 2018

Primary Purpose

Under the direction of Administrative Officer, the Associate Director, Research Graduate Programs and the Director of the School of Public Health and Health Systems (SPHHS), the incumbent supports the effective and efficient delivery of academic and administrative services to graduate students in the SPHHS Graduate Research Programs: Master of Science Public Health (PHHSM), Master of Science Public Health and Health Systems: Water (PHHSWM), Ph.D. Public Health and Health Systems (PHHSD), Ph.D. Public Health and Health Systems- Aging Health & Well-being (PHHSAWHD), Ph.D. Public Health and Health Systems- Work & Health (PHHSWHD) and Ph.D. Public Health and Health Systems- Water (PHHSWD). A significant aspect of the job is operational leadership, oversight of research graduate academic counselling and advising, and being the primary point of contact for prospective, transferring and current research graduate students during their tenure in the School. The incumbent works with the Associate Director, Research Graduate Programs to liaise with instructors/advisors, students, as well as external groups and agencies to the School and University to coordinate relevant procedures and activities. The incumbent must be knowledgeable of University of Waterloo policies and procedures as they relate to the functioning of the Research Graduate programs and graduate programs at the university more generally. Communication skills are a key component of every aspect of the coordinator position.

Key Accountabilities

Business Processes and Administration

- Central position for all research graduate program activity, performing a complex range of functions that are necessary for the proper academic support during a graduate student's full academic cycle.
- Counsels and provides guidance, reports and direction regarding relevant administrative procedures as they relate to the Research Graduate Programs within SPHHS to students, faculty, special lecturers, TAs, staff, Graduate Research Committee and senior administrators.
- Advises and collaborates with the Associate Director – Research Graduate Programs on logistical and policy implications of program decisions, ensuring that SPHHS student graduate policies and procedures are in alignment with the University of Waterloo. Works with the Associate Director on activities related to the evaluation of all aspects of the Research Graduate Programs including courses, recruiting etc.
- Researches and initiates use of new tools that will assist in efficient operation of the programs.
- Manages petitions, appeals, and letters of permission and student accommodation requests. Consults with the Graduate Studies and Postdoctoral Affairs Unit and Associate Dean - Graduate Studies in the Faculty of Applied Health Sciences as needed to maintain consistency in student records and compliance with university policies and procedures.
- Coordinates graduate orientation and Teaching Assistant (TA) workshops to instruct new School graduates on need-to-know information, SPHHS/University graduate policy and procedures.

- Assigns research graduate students to teaching and research assistant positions for all terms and monitor funding allocation and term limits.
- Coordinates key and fob permits for SPHHS, maintaining current records and receipt of keys returned.
- Serves on numerous committees within SPHHS, AHS and UW, acting as resource and advisor for research graduate programs.

Academic Services and Student Advising

- Provides confidential advising to students of their individual course and program/plan selection within the context of their educational and career goals during the academic cycle (guidelines, course requirements, milestone, comprehensive exams, thesis requirements, etc.) in accordance with University policies and procedures. Responses can be by telephone, in-person, and in writing; sensitive to the needs of a wide client base including internal/external transfer students, international students, and students registered with AccessAbility.
- Primary contact for students in crisis. Provides immediate direction to students in a sensitive and confidential manner (academic concerns or personal matters). Connects students with appropriate campus resources and support (Ex. Counselling Services, UW Campus Police, Here 24/7, Good2Talk, etc.).
- Responds to inquiries regarding the Research Graduate programs from prospective and current students, faculty, staff, UW Graduate Studies, and external stakeholders retaining professionalism and confidentiality.
- Reviews the academic progression of students, including annual progress reports, in the Research Graduate Programs and their intent to graduate. Works closely with the Graduate Studies Records team to implement the course progression changes required.
- Advises students on scholarship opportunities, provides updates and disseminates information to students with respect to their eligibility, advises current and prospective students on procedures and deadlines for applying to scholarship competitions. Responsibility not limited to organization, administration, reviewing, ensuring all required information is available.
- Assists in the resolution of highly sensitive matters brought forth to the Associate Dean of Graduate studies as needed.
- Approver and signing authority for the Graduate Scholarship and Bursary forms in consultation with the Associate Director - Graduate Studies.
- Coordinates MSc thesis proposals, defences, PhD comprehensive examinations, thesis proposals and defences, and process paperwork.
- Coordinates graduate student special requests (e.g. room bookings, supplies) for events such as case competitions.

Staff Management and Leadership

- Supervises the Academic Assistant - MSc and PhD programs, assigning and monitoring tasks to ensure necessary support for the successful delivery of all SPHHS graduate activities and University policies and procedures are followed.
- Manages the recruitment cycle and hiring process of the Research Graduate Programs Assistant, working with the Administrative Officer and HR through iCIMS process.
- Ensures staff compliance and adherence to University of Waterloo policies, SPHHS best practices and health and safety standards.
- Leads working groups and other events to influence/progress the knowledge and culture of research graduate program practices for the School of Public Health and Health Systems.
- Ensures the effective project management of research program projects, including personnel needs and resources, as well as defining, monitoring, reporting, and refining of appropriate measuring and reporting metrics.

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- Approves vacation requests, monitor absenteeism and conduct yearly performance reviews.

Financial

- Performs payroll submissions in Workday or Quest for TA/GRA/GRS submissions. Troubleshoot payroll student issues in consultation with the Administrative Officer, HR or GSPA. Generate memos to graduate students to submit promissory notes by deadline.
- Tracks and monitors student scholarships to ensure compliance with OGS and other scholarship regulations.
- Coordinates the collection of information on a term-by-term basis from faculty members for GRA and GRS assignments.
- Informs the Associate Director, Graduate Research Programs, faculty and students of student funding opportunities.

Admission Strategies

- Liaison in the Graduate admission process between the applicant, SPHHS, AHS and the GSPA.
- Analyses and evaluates best practices from each admissions cycle, produces a strategy for the admissions process.
- Coordinates application and admission procedures of 150+ applications in coordination with the Research Graduate Programs Assistant and co-op student, communicating with applicants to verify personal data, academic history, transcripts, etc. Participates in the SPHHS Research Graduate Programs Admissions Committee meetings.
- Responsible for submitting graduate admissions recommendations (funding, supervisor, program) to the GSPA in a timely manner to ensure offers are competitive with other Universities.
- Advises recent undergraduates and prospective students, through attendance at conferences, phone, email, or face-to-face, on procedures and requirements for admission to research programs, in coordination with the Research Graduate Assistant M.Sc. and Ph.D. programs.

Communication, Print and Website Communication/ Marketing

- Creates and maintains accuracy of the Research Graduate Programs information, course descriptions, handbook, calendar, brochures, websites and Learn Community Groups, according to UW guidelines. Works closely with the Associate Director, Graduate Research Programs and the AHS Marketing and Recruitment Specialist.
- Facilitates special events for students.
- Recruits potential students via social media sites Facebook, Twitter, linked-in, supervising the Social Media Research Assistant position, and targeted mail outs/email blasts of the Graduate Research program information.
- Notifies students and faculty of proposals and defenses, as well as important scholarship or academic deadlines.

Scheduling timetable representative

- Consults with the Director on course scheduling, teaching and service assignments for the research graduate programs.
- Reviews program requirements and proposed course scheduling to proactively identify conflicts and resolve problems. Maintains close working relationship with other graduate and undergraduate programs in the School.
- Monitors enrolment reserves, enrolment capacity and enrolment activities for research graduate courses. Develops reserves for specific courses as needed.
- Maintains records and compiles information on enrolment and analyzes reports on programs and teaching histories to facilitate the decision-making process regarding departmental teaching.

Required Qualifications

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Education <ul style="list-style-type: none">• University degree required (or equivalent education and experience in a related field). Master degree an asset.
Experience <ul style="list-style-type: none">• Experience in and commitment to providing academic support and counselling for graduate education and training.• Requires experience interpreting academic policy and drafting program related administrative procedures
Knowledge/Skills/Abilities <ul style="list-style-type: none">• In-depth and current knowledge of the SPHHS Research Graduate curriculums, academic requirements, relevant policies, academic records systems and best practices preferred• Demonstrated problem-solving and analytical skills are required to deal with inquiries from distressed and academically struggling students• Must possess excellent problem solving abilities and good judgment• Must display excellent organizational skills and the ability to prioritize, handle multiple assignments and deadlines• Demonstrated ability to work independently and lead a team in a fast-paced environment is required• A high degree of knowledge for managing the cycle of applications, admissions, academic progression, scholarship and graduation, enrollment projections and all administrative operations related to these processes is an asset• Must have demonstrated excellent interpersonal and communication skills (both verbal and written), including the ability to produce reports and have sensitivity to the needs of a wide client base• Must possess excellent computer skills including proficiency with the latest word-processing and spreadsheet software, OnBase, UW-Desire2Learn, Quest, Infosilem, Workday, Content Management System (preferably Drupal based)• Must maintain student confidentiality and the privacy rules that govern these cases at all times

Nature and Scope

- **Contacts:** Conveys key information on the research graduate programs to faculty, staff, students, and external stakeholders. The individual liaises with the programs and students, potential students, faculty members (some who are cross-appointed or external to SPHHS), Applied Health Studies Office, Graduate Studies Office, Centre for Teaching Excellence, Student Success Office, Career Services, and other external contacts.
- **Level of Responsibility:** The incumbent is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment. The incumbent supervises the Academic Assistant - MSc and PhD programs and the Social Media Graduate Research assistant, assigning tasks and ensuring University policies and procedures are followed.
- **Decision-Making Authority:** The incumbent independently counsels current and prospective students. The individual is accountable and responsible for delivering administrative support to the clients of the School by making decisions that support departmental and university procedures/policies and expectations for the Research Graduate programs.
- **Physical and Sensory Demands:** There is a frequent need to give close attention to various stimuli such as written material and information given verbally to others. The work is varied. There are deadline pressures that need to be balanced with the demand for thoroughness and accuracy. The incumbent requires the ability to juggle and prioritize multiple simultaneous demands and files.
- **Working Environment:** Much of the time is spent sitting in an office environment. Some travel along with overnight and after hours work may be required on occasion.