

Job Description

Job Title:	Professional Graduate Programs Assistant
Department:	School of Public Health and Health Systems
Reports To:	Professional Graduate Programs Coordinator
Jobs Reporting:	Click here to enter text (please enter job titles, not incumbent names)
Salary Grade:	USG 5
Effective Date:	June, 2017

Primary Purpose

This position provides administrative support for the Masters of Public Health (MPH), Masters of Health Informatics (MHI) and Master of Health Evaluation (MHE) graduate programs in the School of Public Health and Health Systems. The incumbent directly assists the Professional Graduate Program Coordinator and works closely with the Associate Director, Professional Graduate Programs, as well as liaising with the MPH, MHI and MHE program leaders, Applied Health Sciences Dean's office, Graduate Studies office, the Centre for Extended Learning and the UW library. The incumbent assists with graduate applications and admissions for the School and replies to inquiries from prospective graduate applicants.

Key Accountabilities

Admissions

- Assist prospective students with application process, answer inquiries, verify international credentials meet the Ontario admission standards.
- Assist the Graduate Program Coordinator to review applications via the OnBase system.
- Download admission extracts for use in the committee review process.
- Assist with the averaging of transcripts in order to admit potential applicants to the program.
- Create scenarios of acceptance rates to assist the Associate Director to determine the number of applicants to admit into the professional programs and develop admissions timelines to track the admission process. Project the number of students taking electives in a given term.
- Assist in the acceptance/denial process using OnBase.

Communication

- Provide program and funding information to prospective and current students, in accordance with the University and SPHHS policies and procedures, via email, telephone conversation or in person.
- Assist in the maintenance of the MPH/MHI/MHE graduate section of the SPHHS website, with direction from the Professional Graduate Programs Coordinator, the Associate Director, Professional Graduate Programs and the AHS Marketing and Recruitment Specialist, ensuring consistency with UW guidelines.
- Assist in the preparation of Program Handbooks, brochures, and other print media for the professional graduate programs.
- Website projects– student success stories and profiles
- Assists the Associate Director, Professional Graduate Programs to maintain linkages with public health units and other organizations for student practicum placements.
- Attend graduate marketing opportunities as a backup for the Professional Graduate Program Coordinator.

Administrative

- Provide administrative support to the Professional Graduate Programs Coordinator and the Associate Director, Professional Graduate Programs (e.g. scheduling professional program meetings, scheduling student advisement appointments, filing student documents, minute taking for committee meetings), and other duties as assigned by the Professional Graduate Programs Coordinator.
- Collaborate with the Professional Graduate Program Coordinator, the Associate Director, Professional Graduate Programs and the Administrative Officer with planning and data collection.

Job Description

- Utilize available resources and information to create projections, timelines, prepare statistical reports and analysis of short and long-term goals to assist the Associate Director to make program related decisions.
- Maintain and expand a normalized "Practicum Database" with multiple tables, forms and queries. Create/run custom queries using Quest data extracts. Design new forms and tables to expand scope of database. Maintain/create tutorials and help section to assist others to use the Practicum Database.
- Create and update fillable forms using Adobe Acrobat Pro.
- Manipulate data extracts from Quest to obtain information for admissions, student progress, etc.
- Determine which students should be taking the Practicum/Capstone course each year and maintain records to ensure students are meeting the requirements.
- Assist in the maintenance of all graduate student records and annual progress reports with direction from the Professional Graduate Program Coordinator using Access Database, Quest and physical records, to facilitate the generation of information required by the Associate Director, Professional Graduate Programs and to monitor student advancement. Adhere to UW policies for disposal of files.
- Assist in the organization and operation of the two 2-week block courses (Foundations and Capstone) on campus.

Required Qualifications

Education

- A minimum of a Bachelor's degree is preferred.

Experience

- Must have experience with graduate policies and procedures, especially as they relate to admissions and academic matters.
- Extensive knowledge of MPH, MHI and MHE programs in the School of Public Health and Health Systems and all policies and procedures related to the professional graduate programs is required
- Experience assisting with providing support to the daily operations of professional graduate programs
- Experience responding to student inquiries and escalating to the appropriate individual
- Experience providing customer service to students and acting as the first point of contact for inquiries
- Familiarity with the policies and programs for graduate programs is an asset

Knowledge/Skills/Abilities

The incumbent must maintain a high level of professionalism and knowledge to handle the volume and complexities of inquiries, along with excellent organizational skills and the ability to prioritize, handle multiple assignments and deadlines. The incumbent assists in the smooth day-to-day, term-to-term, and year-to-year operation of the School MPH, MHI and MHE graduate degree programs within established policies and procedures and according to the established calendar of events. The incumbent must possess excellent computer skills including proficiency with the latest word-processing, spreadsheet software and database, (in particular Word, Excel, Access, Adobe Acrobat Pro, Adobe Connect). Knowledge of UW specific software (OnBase, LEARN, Quest and Content Management System (preferably Drupal based) is preferred. The candidate will possess excellent verbal and written communication skills, including the ability to produce reports, as well as organizational, interpersonal, analytical, and problem-solving skills. Attention to detail and accuracy and the ability to process and manage confidential information with discretion are also required. The Assistant is a resource for information and statistics for the professional graduate programs. Attendance at program committee and advising team meetings is a requirement. This position includes excellent in-person, telephone, written and/or e-mail communication.

Nature and Scope

- **Contacts:** This position requires excellent communication, organizational and problem solving skills; the capacity and demeanor to deal professionally with faculty, students and other university administrative staff at the University of Waterloo, as well as other universities and organizations.
- **Level of Responsibility:** This position provides administrative support for the Masters of Public Health (MPH), Masters of Health Informatics (MHI) and Master of Health Evaluation (MHE) graduate programs in the School of Public Health and Health Systems. The incumbent directly assists the Professional Graduate Program

Job Description



Coordinator and works closely with the Associate Director, Professional Graduate Programs, as well as liaising with the MPH, MHI and MHE program leaders, Applied Health Sciences Dean's office, Graduate Studies office, the Centre for Extended Learning and the UW library. The incumbent assists with graduate applications and admissions for the School and replies to inquiries from prospective graduate applicants.

- **Decision-Making Authority:** The incumbent is expected to show initiative and be able to work independently with minimal supervision as well as in a collaborative team environment
- **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. There are deadline pressures that need to be balanced and prioritized with the demand for thoroughness and accuracy.
- **Working Environment:** Much of the time is spent working in an office environment. This position may require some travel along with evening and weekend hours on occasion.