

## Job Description

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<b>Job Title:</b>	Undergraduate Advisor and Program Coordinator
<b>Department:</b>	Kinesiology
<b>Reports To:</b>	Undergraduate Advisor and Program Administrator
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	December 2018

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### **Primary Purpose**

In cooperation with the Undergraduate Advisor and Program Administrator, the Undergraduate Advisor and Program Coordinator will provide front line contact and communication to Kinesiology undergraduate students and provide critical undergraduate program support. Working in conjunction with the Undergraduate Advisor and Program Administrator, the incumbent will provide service to Kinesiology Undergraduate students to enhance their overall experience in Kinesiology at the University of Waterloo. The Undergraduate Advisor and Program Coordinator facilitates the smooth and efficient operation of the Kinesiology undergraduate program, in a manner consistent with the department's goals and objectives.

### **Key Accountabilities**

#### **Academic Advising**

- Provides skillful and confidential academic advice to undergraduate students, using appropriate tools and ensuring in-depth and current knowledge regarding the Kinesiology and other University programs, including:
  - Undergraduate curriculum and academic requirements
  - Student relevant regulations and University policies
  - Disciplines relevant to Kinesiology students
  - Support resources available to students, both within and outside the Faculty/University
  - Admissions regulation and practices
  - Academic standings, appeals, petitions, and grievances
- Provides front-line support for undergraduate students in crisis and/or seeking assistance in confidential personal and academic matters
  - Requires completion of *Mental Health First Aid* and *Question Persuade Refer* training
- Provides individual student advising to plan academic and career centered goals and objectives
- Reviews academic progression and advisement/graduation reports to assess and approve student progression and degree completion. Forwards completed reports to the Registrar's Office for processing.
- Maintains advisement templates and student records (SharePoint, ASIS)
- Provides advice and information about the Kinesiology program to interested non-Kinesiology students
- Provides functional and transactional support for students in non-degree and foundation terms, meeting with them to discuss progress and challenges, provide resources, and coach for academic success.
- Approves admission of students from the Regular to Co-op. Coordinates with the Registrar's Office and Co-op Office to approve admission of students from the Regular to Co-op stream

#### **Kinesiology Academic Program Administration**

## Job Description



- Works closely with Undergraduate Advisor and Program Administrator to coordinate program administration
- Actively participates in the undergraduate curriculum and planning committees including the Kinesiology Undergraduate Committee and Undergraduate Operations Committee
- Supports the Administrative Coordinator in course scheduling, including enrolment projections, seat reserves and capacity, and post-enrolment checks and section closures
- Works closely with staff in Co-operative Education and Career Action and the Registrar's Office to maintain student records, assess student requests, and ensure compliance with university and department policies
- Completes block enrolment of students as needed
- Supports the hiring, training, and evaluation of Undergraduate Program Assistants (4/year)
- Supports the hiring, training, and evaluation of Kinesiology Peer Leaders (6/year)
- Responsible for the assignment and communication with proctors for Kinesiology final exams
- Responsible for the delivery and coordination of first year Kinesiology student support programs such as Living Learn Communities and WeConnectU, in conjunction with the AHS Faculty Office, Student Success Office, and Residences.

### **Undergraduate Program Support**

- Responsible for tracking and disseminating information and communications to undergraduate students on all undergraduate matters including program changes, upcoming events, meetings, activities, and job opportunities
- Manage the Kinesiology Students LEARN page, Kinesiology Undergraduate SharePoint site, and Kinesiology Undergraduate webpages
- Serves as department liaison to faculty marketing and social media team
- Collects, archives, and distributes Kinesiology course syllabi
- Coordinates and oversees the annual Kinesiology Capstone Research Symposium
- Maintains regular contact and engagement with College of Kinesiologists of Ontario (CKO) and Ontario Kinesiologists Association (OKA) on Kinesiology program accreditation and reviews courses for depth and breadth requirements
- Acts in place of Associate Chair at AHS Endowment Fund and AHS Petitions Committee meetings

### **Recruitment, Engagement and Student Life**

- Department representative at recruitment and outreach events including: Ontario Universities' Fair (OUF), Fall Open House, March Break Open House, You @ Waterloo Day, AHS 101 Day, Orientation Week, and Kinesiology Living Learning Community (LLC) orientation, social events, and end of term banquet.
- Maintains Kinesiology social media accounts
- Liaises with Applied Health Sciences social media team to plan and align departmental and faculty social media initiatives.
- Supports Associate Chair with annual admissions process

*\*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**

## Job Description



- Undergraduate degree (preferably in Kinesiology or other related field) and/or equivalent education and experience

### **Experience**

- Demonstrated undergraduate student program management experience including a minimum two years mentoring students for success
- Experience in dealing with conflict resolution and the ability to proactively anticipate potential challenges and take the initiative to rectify situations
- Experience with a wide variety of electronic communication platforms including social media

### **Knowledge/Skills/Abilities**

- Ability to work both independently and collaboratively, developing and maintaining effective working relationships
- Excellent interpersonal skills to present as a friendly, professional advocate for the department and its activities
- Proven listening, oral and written communication skills to foster good working relationships with a variety of clients including students, staff and faculty.
- Proven ability to communicate with undergraduates, including distressed and academically struggling students and the ability to deal with confidential information
- Superior analytical and problem solving skills and ability to independently manage multiple priorities in a high pressured environment with changing deadlines and large volumes
- Working knowledge of Microsoft Office suite, as well as other UW specific programs such as OnBase, Quest and Sharepoint would be a definite asset
- Excellent organizational skills will be required to prioritize multiple duties and requests and facilitate record keeping.
- Excellent knowledge of the University of Waterloo and its policies and procedures as they relate to this position, is preferred

### **Nature and Scope**

- **Contacts:** Undergraduate advisor and Program Administrator, Administrative Officer, Department Chair, Associate Chair Undergraduate Studies Staff, faculty students within Kinesiology, Faculty of AHS Dean's office administrative and program staff, Undergraduate officers in other UW academic units, Registrar's Office, Student Success Office, Counseling Services. External contacts include prospective applicants, current undergraduate students, and alumni. College of Kinesiologists of Ontario
- **Level of Responsibility:** The incumbent will possess proven ability and understanding of graduate operations and activities. This position will be expected to operate within established policies and procedures and to demonstrate sound judgement and consultative skills to maintain a collaborative environment.
- **Decision-Making Authority:** This position is expected to use judgment to make decisions based on existing policies and procedures. Extraordinary issues are referred to the Undergraduate Advisor and Program Administrator with recommendations for solution or action
- **Physical and Sensory Demands:** This role requires minor physical exertion associated with office and computer work. Minimal psychological risk is possible resulting from exposure to some disagreeable situation/conversations or the requirement to enforce policy. Some clients may be demanding
- **Working Environment:** This role is primarily office based with regular working hours and the occasional requirement to attend a meeting/function outside of office hours. Work priorities may change regularly as the volume of work varies with frequent phone and e-mail interruptions and multiple demands from multiple clients.