

Job Description

Job Title:	Support Services Coordinator
Department:	Economics
Reports To:	Administrative Manager
Jobs Reporting:	none
Salary Grade:	USG 5
Effective Date:	February 2020

Primary Purpose

The Support Services Coordinator (SSC) contributes to the efficient operation of the unit by providing a range of administrative support functions to the department, its staff, students, and academic visitors.

Key Accountabilities

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

- Manages beginning of term procedures (e.g., managing drop boxes and lockers, setting up mailboxes, compiling office hour schedules, updating bulletin boards, etc.)
- Orders and monitors the department's administrative and teaching supplies within available budget
- Manages department equipment including sign-out procedures and ensures equipment is in optimal working condition;
- Arranges meetings, including room bookings, catering, A/V support, and others as required;
- Compiles and maintains department and undergraduate/graduate course files, exams, records and confidential correspondence, including archiving records and disposal (shredding) as appropriate in accordance with UW policies;
- Assists in the planning and execution of department, graduate, and undergraduate academic and social events

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

- Contributes to the smooth administrative functioning of the undergraduate and graduate programs; identifies problems and recommends improvements to the Chair, UG/Grad Associate Chairs, and UG/Grad Coordinator and Advisor as appropriate;
- Manages work term reports collection and marking, posting of UG and Grad course syllabi, communicates with instructors regarding the Arts course evaluations;
- Informs students regarding course availability, wait lists, prerequisites, etc.;
- Will assist the UG Coordinator and Advisor as needed by monitoring the schedule of classes, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts;
- Department Examination Representative; manages all logistics for mid-term and final exam scheduling working with the UG Coordinator and Advisor, Scheduling and the Registrar's Office; liaises with exam representatives in other faculties across campus and evaluates their needs to ensure conflict free exam schedules; uses sound judgement to resolve and conflicts;
- Creates and manages term proctoring schedule, assigns proctoring duties to undergraduate and graduate student and any external proctors; manages time entry for proctors using Workday; resolves unforeseen and last minute changes using sound judgement;
- Acts as Department deferred exam representative who manages a high volume of deferred exam requests per term; advises students and faculty regarding deferred exam issues and process discrepancies as well as eligibility and repercussions of deferred exams; communicates final deferred exam decision to students and advises on next steps; books exam times and rooms in

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<p>consultation with the Deferred Exam Committee; communicates INC status with the Arts Undergraduate Office and Registrar's Office as necessary;</p> <ul style="list-style-type: none">• Communicates departmental policies and procedures to new sessional instructors
<p>Supports and enhances department communication through the following duties, among others:</p> <ul style="list-style-type: none">• Acts as primary website content manager responsible for edits and updates to the department website and reviews accessibility requirements for all postings; analyzes content on the department website and makes recommendations for changes and improvements;• Responsible for managing department communications using social media tools such as Facebook, Twitter and Socialbakers• Provides support to departmental committees as required at the request of the committee chairs.
<p>Provides regular support of the department's administrative management as required including:</p> <ul style="list-style-type: none">• Manages the logistics and financial tracking for weekly seminar series and workshop events including all communication with departmental guests, booking travel and accommodation arrangements, and processing the travel expense claim after the visit ensuring University travel policies and procedures are met; resolves any unforeseen or last minute changes in collaboration with the Administrative Manager• Coordinates all aspects of the annual departmental premier event, the Distinguished Lecture, in cooperation with Arts Advancement, Creative Services and ITMS as well as booking accommodations, travel, and processing claims in a timely manner.

**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

<p>Education</p> <ul style="list-style-type: none">• College Diploma in Office Administration or related discipline. Equivalent combination of education and/or experience will be considered.
<p>Experience</p> <ul style="list-style-type: none">• Demonstrated administrative experience is required, experience in an academic work environment is preferred• Demonstrated experience taking minutes at meetings is an asset
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Organizational, analytical, interpersonal, customer service and strong communication skills (oral and written) required• Aptitude for attention to detail and accuracy are required• Proven capacity to handle high volume of requests and multi-task• Intermediate skills in MS Word, Excel, PowerPoint and Outlook• Familiarization with Quest, ASIS, LEARN, SharePoint and Waterloo Content Management System (WCMS) 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. Strong communication skills (written and oral) are required including clarity, diplomacy, and tact. Ability to work independently and as part of a team.
- **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. Provides decision support related to student deferred exam requests, subject to department and Academic Integrity policies and procedures. Complex and non-routine issues involve consultation with the Administrative Assistant 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 typical of a position involved in student advising, particularly when conveying unwelcome or negative information is necessary.