

## Job Description

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<b>Job Title:</b>	Administrative Coordinator, Master's
<b>Department:</b>	Engineering Graduate Studies Office, Faculty of Engineering
<b>Reports To:</b>	Manager, Graduate Operations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	November 1, 2019

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### **Primary Purpose**

The Administrative Coordinator, Master's is an administrative position in the Engineering Graduate Studies Office (EGSO), reporting to the Manager, Graduate Operations (MGO), and is responsible for overseeing day-to-day operations of the faculty's various Master's graduate degree programs from admission to degree completion. Additionally, this position provides support to the Faculty of Engineering, Associate Dean, Teaching to coordinate annual ExpectATions workshops. The Administrative Coordinator, Master's also administers special programs such as the Accelerated Master's and type 3 graduate Diplomas.

### **Key Accountabilities**

#### ***Managing MASC Defenses, and MASC Thesis Submission and Acceptances***

- Responsible for preparation and retention of records for each Master's student
- Chief administrator for all thesis submissions and acceptances, paperwork and communications, liaising with Graduate Studies and Postdoctoral Affairs (GSPA), and preparing thesis acceptances
- Accountable for submission of all Engineering MASC and MARCH student theses ensuring that guidelines for committee reader representation have been followed
- Works independently to resolve complications associated with thesis submissions and acceptance
- Processes paperwork related to MASC thesis acceptances
- Clearly and accurately communicates with students and staff regarding regulations and timelines for submission, approval and acceptance process
- Updates procedures as needed to manage a high volume of work and effectively communicate changes to departmental staff

#### ***Master's and Non-Degree Program Records and Admissions Management***

- Reviews and approves graduate records on behalf of the ADG for all Engineering Master's and non-degree students ensuring continuity across all Departments in decision making
- Maintains relevant documents in electronic files
- Confirms all records are complete and free of any errors, omissions or inconsistencies and that University/Faculty regulations have been adhered to
- Responsible for critically reviewing and approving complex Master's and non-degree program applications and providing backup admissions coverage for Doctoral programs during busy periods and absences

- Works independently to resolve complications associated with Master's and non-degree records and admissions, seeking the guidance of the MGO, ADG or GSPA staff when needed
- Clearly communicates with the MGO, ADG, Department Coordinators, Associate Chairs, and GSPA regarding best practices, deadlines, and when reviewing exceptional records and admissions cases
- Assists other EGSO staff to support strategic recruitment and admissions initiatives
- Recommends improvement with in EGSO, for departments, or to GSPA and implements new policies and procedures to improve efficiency
- Maintains EGSO webpages for 'Current Students' and information for departmental staff including Master's and non-degree program information, Faculty deadlines, etc.
- Oversees the Accelerated Master's program including critically reviewing and approving applicants

### ***Financial Management & Awards Administration***

- Responsible for administering top-up awards for NSERC USRA holders enrolled in the Accelerated Master's program
- Responsible for administering graduate course tuition reimbursements for students holding a NSERC USRA while in the Accelerated Master's program

### ***Event Management of the ExpecTations workshops facilitated by the Associate Dean, Teaching***

- Coordinates Faculty-wide training sessions for new teaching assistants that enhance and support the strategic objectives of the Faculty of Engineering's Teaching portfolio, including semi-annual face-to-face graduate student sessions and online training for undergraduate students each term
- Trains and support departmental staff and other stakeholders to achieve workshop objectives including faculty and TA recruitment, student registration, participation and completion
- Represents the Faculty of Engineering as point of contact, before, during and post-event
- Manages event logistics including communication, space, food, audio-visual equipment, and printing and collation of workshop material
- Responsible for setup of online modules, student enrolment and tracking outcomes in LEARN
- Supervises co-op students and other volunteers who assist with event preparation and execution
- Oversees recruitment of faculty and graduate student mentors and coordinates meeting related to their participation
- Prepares analysis and reports on participant survey results
- Evaluates and reports post-event and provides recommendations for continual improvement
- Produces certificates of completion based on full participation and LEARN test results
- Manages a faculty-wide online interface as the main administrative tool and database, recommending further development as needed

### ***Support to the Engineering Graduate Studies Office***

- Manages the Program Extension Request process, including using data extracts to determine which students are beyond limits, communicating with Departments, managing a faculty-wide online interface to review student petitions, and approving extensions on behalf of the ADG

## Job Description



- Assists the MGO and ADG on strategic initiatives to improve administrative operations within the faculty and departments
- Contributes to the Department Coordinator's meetings and attends the GSPA Faculty Admins meeting when relevant and/or in place of the MGO
- Serves as back up for the Administrative Coordinator, PhD
- Assists in the training of new Departmental Graduate Coordinators regarding policies and procedures related to Master's and diploma programs

*\*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**

- Bachelor degree or equivalent combination of education and experience.

#### **Experience**

- 1-3 years' experience in a university setting building relationships with a variety of stakeholders and balancing conflicting demands and priorities
- Experience working with students, faculty and staff and the ability to handle sensitive and confidential information with discretion
- Experience as a student or staff advisor an asset

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

- Proven ability to succeed in a detail-oriented environment with a high level of initiative and flexibility
- Good working knowledge of graduate policies and procedures including program requirements an asset
- Familiarity with the processes associated with admissions to graduate programs at Waterloo preferred
- Intermediate level experience with Microsoft Office including Word, Excel, PowerPoint, and Access as well as OnBase, Quest, SharePoint, LEARN and web content management software (WCMS)
- Excellent problem solving abilities and good judgment as well as strong analytical and organization skills
- Proven ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes
- Strong written and verbal communication skills are required

### **Nature and Scope**

- **Contacts:** This position interacts regularly with graduate students, Faculty members, Associate Deans, administrative staff in all academic units in the Faculty of Engineering as well as the Graduate Studies and Postdoctoral Affairs Office, and Faculty of Engineering Teaching Development Associate. The Administrative Coordinator, Master's is responsible for developing and maintaining excellent working relationships with all these areas in order to guide, recommend and impact internal processes related to graduate studies.
- **Level of Responsibility:** The Administrative Coordinator, Master's has faculty wide impact, and specialized responsibilities. This position requires an extensive knowledge of University policies and procedures as well as the admission and degree requirements for Master's and non-degree programs across 8 academic units. The Administrative Coordinator, Master's also supports graduate staff in the academic units influencing graduate operations at the Department level. This position is instrumental

## Job Description

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in supporting new initiatives to meet operational goals. This position supervises co-op students and volunteers during 2 annual events. Additionally, the Administrative Coordinator, Master's provides constructive feedback on GSPA processes and projects anticipating their impact on Faculty of Engineering Departments and processes.

- **Decision-Making Authority:** This position must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments. This position has delegated signing authority for admissions and students records for the Associate Dean, Graduate Studies and frequently determines final approval on a variety of student record forms. Any issues beyond the scope of the above outlined responsibilities would be escalated to the Manager, Graduate Operations.
- **Physical and Sensory Demands:** Demands typical of an administrative position within an office environment. Long periods of sustained attention and concentration to verify accuracy and completeness of various academic records. Minimal exposure to disagreeable conditions typical of a support unit position.
- **Working Environment:** Working Hours: Regular working hours with occasional evening and weekend work required. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact.