Job Description

Job Title:	Academic Services Coordinator
Department:	Mechanical & Mechatronics Engineering
Reports To:	Administrative Officer & Manager, Academic Services and Engagement
Jobs Reporting:	None
Salary Grade:	USG 6-8
Effective Date:	February 2024

Primary Purpose

The Academic Services Coordinator provides a board spectrum of responsibilities including but not limited to client service, academic integrity, scheduling, support for core functions (e.g., recruitment and admissions, internal and external events etc.), special projects, data management, and general administrative duties. The position acts as a liaison with units in the Faculty of Engineering and central university services as it relates to key accountabilities. Reporting to the Manager, Academic Services and Engagement (Manager) & Administrative Officer, the Academic Services Coordinator provides exceptional client support for academic programs within the Department of Mechanical & Mechatronics Engineering. The role moves seamlessly between tasks, shifting priorities as directed by Administrative Officer, Manager, the Associate Chair, Undergraduate Studies, Director of Mechatronics (Director), and the Associate Chair, Graduate Studies to address critical needs. The Academic Services Coordinator provides continuity in leadership changes and demonstrates breadth and depth in all core operations in the Department of Mechanical & Mechatronics Engineering.

Key Accountabilities

Client Service

- Builds and maintains effective working relationships with stakeholders in the department, Faculty and across campus
- Provides exceptional client service to all constituents within the Department of Mechanical & Mechatronics Engineering (students, faculty and staff), including acting as a liaison with the Faculty of Engineering, central services and external partners
- Duties may include several key areas including academic advising, academic integrity, scheduling and calendar management, admissions and recruitment, event planning and execution, data management, general administrative support, etc. The incumbent is expected to shift seamlessly between tasks to address priority areas
- Develops strong advising relationships that are student-centered and specific to individual needs while aligning with the mission of the department
- Assists stakeholders with identifying and accessing tools and resources necessary to meet goals and objectives
- Applies change management expertise with new stakeholders, audiences
- Cultivates relationships built on trust with individuals in one-on-one and online environments, focusing on the values and needs of the client group while encouraging self-efficacy, resilience, and career potential
- Facilitates group learning opportunities through workshops, presentations, events, and resources to meet client needs
- Supports the development and implementation of best practice for student-centered services

Specific Accountabilities

- The Academic Services Coordinator is expected to support several key accountabilities including

but not limited to:

Student Experience Administration – Provides a welcoming experience by delivering exceptional service in a student-centered environment. The incumbent is expected to work within established standards and best practice. The Academic Services Coordinator contributes to the development of resources to support the student experience in the Department of Mechanical & Mechatronics Engineering through direct interaction with students visiting the office, and virtual advising. The incumbent supports several key events including open houses, Ontario University Fair, You@Waterloo Day, orientation, student awards ceremonies, convocation receptions, student focused workshops, and internal student engagement events.

Program Administration - Provides administrative support to the Associate Chairs, Director and Chair in all matters relating to the undergraduate and graduate programs. This includes providing background research and support to assist in the academic decision-making process, planning, research and data collection. First point of contact for policies and procedures related to the undergraduate and graduate programs. Maintains in depth and current knowledge of Mechanical & Mechatronics program curriculums and academic requirements for the programs including admission regulations and practices. This position will assist with Mechanical and Mechatronics courses scheduling through consultation with the Department executive as well as the optimization of classroom space. Executes academic administrative processes (e.g., exemption approval, credit transfers, changes to academic standings, grade revisions, calendar changes, academic exchanges etc.).

Student Wellness - Assist students in exploring services, resources and programs to improve skills, build student resiliency, and increase academic success and independence. Monitor students repeating courses and those who are out-of-sync with their cohort. Provide regular and ongoing reports on the state of the student community and factors affecting student well-being to the Associate Chairs, Director and Chair. Provide triage services, including identifying students at risk, to screen students who need counselling and guide those to the appropriate resources (the coordinator is not a counselor, but refers to the Student Wellness Coordinator and/or counselling as appropriate). Deliver immediate support to students in distress; follow up with appropriate referrals. Coach students on personal matters as appropriate especially addressing inclusion of diversity, access and accommodations for disabilities. Maintain current knowledge related to student wellness and disseminate information and knowledge to faculty and other department staff.

Academic Integrity Management – Promotes and facilitates an environment that focuses on academic integrity. The incumbent advises students and faculty on academic integrity matters and academic misconduct. The incumbent acts as an expert resource and provides information on relevant policies and process. The Academic Services Coordinator works with the Associate Chairs and Director on academic offence cases within the Department of Mechanical & Mechatronics Engineering ensuring files are appropriately and accurately managed to completion.

Communications – Works in conjunction with multiple stakeholders within the Department of Mechanical & Mechatronics Engineering, Faculty of Engineering and central units to develop communications as it relates to recruitment, admissions, scheduling, academic integrity, policy and best practice. The incumbent is responsible for developing and delivering consistent, professional, and creative internal communications to engage students.

Support for Special Projects – The Academic Services Coordinator provides expert support on

special projects and strategic initiatives as directed by the Administrative Officer, Manager, Associate Chairs, Director, and the Chair. The incumbent participates in and contributes to discussions on special projects consistent with the Department's strategic priorities including enhancing student experience. The Academic Services Coordinator may be required to consult with key stakeholders to understand diverse needs.

Support for Core Functions – The Academic Services Coordinator operates as part of larger team contributing to various core functions in the Department of Mechanical & Mechatronics Engineering. Duties may include administrative support and event planning, supporting the recruitment and admissions process, etc. The incumbent may be required to support advising, scheduling, etc. as needed to ensure efficiency in operations.

Data Collection and Management – The Academic Services Coordinator supports senior leadership on a variety of data needs including but not limited to data collection, management, warehousing. Provides support to various committees on matters relating to program accreditation.

General Administrative Support

- Supports the activities of the Associate Chairs, Director, Manager, and Administrative Officer
- Serves as a resource for the application of policies, procedures, guidelines, and best practices
- Contributes to the enhancement of student-centered service models
- Contributes to the development of various reports, presentations, communications, etc.
- Supports time sensitive key accountabilities of other administrative roles as required. The Academic Services Coordinator demonstrates breadth and depth of knowledge in all aspects of the role

**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

- University degree; equivalent combination of education and experience will be considered
- Familiarity with engineering discipline and relevant academic policies an asset

Experience

- Minimum of 3 years of demonstrated extensive administrative experience
- Experience pertaining to undergraduate and graduate programs is an asset
- Ability to work collaboratively with all team members to deliver excellent results with accuracy and integrity in a student-centered environment

Knowledge/Skills/Abilities

- A continuous improvement mindset and exceptional client service focus are critical for success
- Proven ability to work independently, and to problem solve to make sound decisions within the scope of the role
- Strong ability to shift gears frequently due to multiple demands and frequent interruptions
- Exceptional communication (written and verbal) and organizational skills
- Focused, detail-oriented, results driven and able to work under pressure
- Competency in exhibiting compassion, particularly with clients under stress or in emotional crisis
- Intermediate knowledge of Microsoft Office, Outlook, MS Teams, Quest, SharePoint, OATS and CIS with the willingness to learn new systems

- Proven experience to work efficiently in a fast-paced academic setting is required
- Demonstrated ability to exercise empathy, tact and discretion when handling confidential and sensitive information
- Experience planning and managing workshops, seminars, and events
- Experience listening actively and using advising approaches and skills
- Demonstrated experience in conflict management and negotiation skills
- Demonstrated ability to support cross functional teams and build consensus. Sensitive to the diverse needs and perspectives of stakeholders and works with them to resolve issues
- Strong understanding of the needs of Engineering students including priority populations (e.g., first year students, international students, academically at-risk, transfer and exchange students).

Nature and Scope

- **Contacts:** The primary clients are undergraduate and graduate students within the Department of Mechanical & Mechatronics Engineering. Other contacts vary within their area(s) of expertise, which includes but not limited to; Faculty of Engineering, ASUs, and external partners.
- **Level of Responsibility:** The Academic Services Coordinator is expected to take a leadership in their respective areas of expertise with the aim of supporting the knowledge development, and training within the team to effectively guide the department. The individual will be responsible for managing their time and department resources efficiently and effectively.
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for projects as assigned and addressing changes to be flexible in addressing client needs. The incumbent must be able to articulate issues and devise solutions as appropriate.
- **Physical and Sensory Demands**: Exposure to a fast-paced student-centered environment with frequent interruptions. Work requires focus and concentration but is usually performed in a private office.
- **Working Environment:** Environment is predominantly office-based. There are multiple and/or tight deadlines beyond one's control. Work volume varies at different times of the year. Possible exposure to difficult situations and interactions with individuals who are upset or experiencing significant stress.