

Job Description

Job Title:	Graduate Program Administrator
Department:	Department of Geography and Environmental Management (GEM)
Reports To:	Administrative Manager
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	September 2019

Primary Purpose

This position is responsible for supporting the graduate programs in the Department of Geography and Environmental Management (GEM). The Graduate Program Administrator is responsible for administering all aspects of the graduate program offerings in a manner consistent with the department's goals and objectives. The responsibilities include but are not limited to front line contact with potential applicants, admissions, advisement, course scheduling, degree progression and completion, processing of salary payments (GTA, GRA and GRS), and reviewing student travel claims. The position reports to the Administrative Manager and works in partnership with the Associate Chair, Program Director and Graduate Studies and Postdoctoral Affairs (GSPA).

Key Accountabilities

Recruitment and Admissions including, but not limited to, the following activities:

- Responsible for the administration of the GEM graduate admission processes including circulation of applications via OnBase (the Graduate Admissions Project online Document Management System (DMS), obtaining the required feedback from the Director and Associate Chair; ensuring that minimum University admission requirements have been met, including degree, academic standing, English language proficiency certification, financial support, recommended level of study and averaging of transcripts; and preparation and submission of the recommendation to the Graduate Studies and Postdoctoral Affairs (GSPA)
- Prepares Offer of Admission/Acceptance Letters for accepted students, obtain appropriate authorization, and ensures correct interpretation and adherence to graduate regulations as they apply to Offer Letters and Admission Recommendations
- Represents the Department at graduate recruitment fairs and responding to inquiries from potential applicants
- Responds to inquiries regarding application procedures and graduate programs, providing accurate and timely information and managing the volume and complexity of inquiries
- Liaise with other department/school Graduate Administrators in planning the annual Orientation Week Schedule avoiding conflicts with mandatory sessions. Assists the Director and Associate Chair with annual graduate orientation events

Academic Advising and Records Management including, but not limited to, the following activities:

- Academic Advising: providing advice to prospective and current students regarding all aspects of the academic programs and courses available/permission numbers, the admissions process, graduate policies, administrative procedures, degree requirements, financial matters, issues pertaining to international students, various sources of assistance to students in stressful situations, convocation requirements, etc.

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- Records Management: maintain accurate academic records; initiating, collecting, and submitting time extension petitions; verifying convocation; monitoring completion of degree requirements by maintaining accurate records, collecting required documents pertaining to program internships, etc.
- Producing student progress reports ensuring that students are registered each term by government count date; preparing student funding statements for tuition payment and student registration verification letters

Scholarship/Award Coordinator and Financial including, but not limited to, the following activities:

- Organization and administration of the application process for several internal and external scholarships coordinated by the GSPA
- Advising students of scholarship and application requirements
- Reviewing applicants for eligibility, ordering transcripts and calculating transcript averages, checking for accuracy, editing, and tracking applications
- Maintaining records of allocations and disbursements
- Liaising with staff in the GSPA for issues related to payments, programs, award applications and supplementary funding
- Academic Merit Entrance Awards: the administrator determines which incoming students are eligible for the award and prepares a list for the Program Director to review and approve. Prepares a nomination form for uploading in SharePoint for the GSPA to process
- Manages the Graduate Student Research Travel budget and processes student travel claims
- Processes salary payments online for GTA and GRA through the HR online Workday system and processes GRS requests through Quest and maintains files for audit purposes

Program Website and Graduate Calendar including, but not limited to, the following activities:

- Maintains graduate program webpages, ensures accuracy of program information and prepares all updates
- Maintains and prepares revisions to existing programs and/or courses, and new program and/or course offerings required to ensure correct information is submitted for the Graduate Calendar
- Responsible for preparing curricular change forms for Faculty graduate studies meetings and Faculty Council using the Senate Graduate and Research Council online curricular change form

Grad Course Scheduling and Administration including, but not limited to, the following activities:

- Liaison with Scheduling office, Department Chair, faculty members and other faculty units to create conflict free class schedule for all graduate courses and submit to Scheduling Office
- Responsible for all tasks related to the scheduling cycle
- Assist the Associate Chair/Dean, Directors, and Managers with statistics and data when requested
- Drafting correspondence on behalf of the Associate Chair and the Program Director
- Advising students of procedures, supplying necessary paperwork and circulating forms for appropriate signatures
- Stay up to date on graduate administration procedures and policies Maintain updated student guide
- Assist instructors with grade submissions when required
- Responsible for maintenance of the position's procedural manual
- Performs other duties and assists with special projects as assigned by the Administrative Manager

**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 <ul style="list-style-type: none">• Undergraduate degree desirable; equivalent combination of education and experience will be considered
Experience <ul style="list-style-type: none">• 2+ years' experience working in an academic environment within student services is preferred• Experience with interpreting and advising on graduate policies and procedures is preferred• Experience with Graduate Payroll processing in Workday and Quest an asset• Intermediate experience with Microsoft Word, Excel and Outlook required. Previous experience using Quest, WCMS (Waterloo Content Management Software) and UW Infosilem scheduling system/Data Collection Utility (DCU) an asset• Basic to intermediate experience with PowerPoint, OnBase and SharePoint
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent organizational, analytical, interpersonal, attention to detail, customer service skills required• Exceptional verbal and written communication skills; proven ability to handle multiple projects with competing deadlines, prioritize tasks and make decision-under pressure• Excellent human relations skills; proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students• Occasional travel required• Regular working hours, flexibility to work some evening/weekends

Nature and Scope

- **Contacts: Internal:** All Faculty of Environment faculty and staff, Graduate Studies and Postdoctoral Affairs Office, Scheduling Department and all departments on campus where we have required courses and cross-listings, Human Resources, Student Awards Office, Finance, International Student Office, AccessAbility Services, Counselling Services, Office of Academic Integrity. **External:** This position will have significant contact with prospective students, alumni, potential employers for internship opportunities, both within the UW campus as well as external institutions.
- **Level of Responsibility:** This position is responsible for administering all aspects of the Department's graduate programs. The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** The position has decision-making authority within the scope of the role; complex and non-routine issues involve consultation with the Associate Chair/Director, Department Chair, Administrative Manager and GSPA. Position requires proactive problem solver. Makes decisions about courses and advice given to students; refers students to others when appropriate.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions. Attention to detail required.
- **Working Environment:** Office based, regular working hours, occasional evening/weekend work required. Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.