

Job Description

Job Title:	Administrative Coordinator, Undergraduate Studies
Department:	Fine Arts
Reports To:	Administrative Manager
Jobs Reporting:	N/A
Salary Grade:	5
Effective Date:	October 2019

Primary Purpose

The Administrative Coordinator, Undergraduate Studies is responsible for all administrative support to the Fine Arts undergraduate program. This position provides support, advice and guidance to Fine Arts students and, in some instances students from other programs, as well as the Associate Chair, Undergraduate Studies. The Administrative Coordinator, Undergraduate Studies is the first point of contact for the department

Key Accountabilities

In consultation with the Associate Chair, Undergraduate Studies, assists in advising undergraduate students in Fine Arts, both majors and students enrolled in the minor from all uWaterloo faculties, including the following:

- Provides advice as required to students (from all Faculties and from other universities) regarding program requirements, program changes, plan modifications, enrolment issues, specializations, co-op, cross registration, exam regulations, academic deadlines and other issues in accordance with University policies and procedures.
- Identifies and refers complex or unusual student issues or concerns to the Associate Chair UG; assists with investigation and problem-solving as required.
- Advises students in the administration of academic appeals.
- Serves as a resource for students and faculty members in matters pertaining to undergraduate studies from admission to graduation.
- Oversees administration and communication for undergraduate course evaluations each term.
- Responsible for nominations, planning and execution of Fine Arts Annual Awards Day.

Provides course support for instructors and sessional faculty, including the following:

- Works closely with the Arts Undergraduate Office and the Registrar's Office on matters related to student grades, petitions, enrolment and other matters.
- Prepares data and statistical reports as required for the Chair and the UG Associate Chair, drawing on departmental, Faculty, and institutional data.
- Prepares Department submissions to the Faculty of Arts Undergraduate Affairs Group (UGAG), in consultation with the UG Associate Chair.

Provides support to the Associate Chair, Undergraduate Studies including the following:

- Undertakes to ensure the smooth functioning of the undergraduate program; identifies problems and recommends improvements to the Chair and Associate Chair as appropriate.
- Liaises with the Scheduling Office to ensure instructor room requirements are met for undergraduate classes, midterms and final exams each term.
- Serves as the departmental timetable representative, liaising with other reps to assure course availability, adequate reserves and conflict free schedules. Also ensures that all matters pertaining

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to the UG calendar is submitted and displayed correctly.

- Monitors the Schedule of Classes, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts; solves problems and recommends solutions to the Associate Chair, UG Studies as appropriate.
- Maintains course waiting lists as required.
- Manages work term report submissions.
- Co-ordinates final exam scheduling with the Registrar's Office each term.
- Assist with the administration and monitoring of INC Agreement form process.
- Provides assistance to the department and Dean of Art's office for Advising Days, March Break Open House, University Fair, and any additional requested initiatives.
- Staff Liaison with Executive of Society of Fine Arts (SoFA) Student Council.

**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

- Some post secondary education in fine arts and/or business administration preferred or equivalent education and work experience.

Experience

- Considerable administrative experience in an academic environment with a strong student service focus required

Experience with QUEST and scheduling preferred.

Knowledge/Skills/Abilities

- MS Word (Intermediate), Excel (Intermediate), PowerPoint (Basic) and some familiarity with Web Content Management systems preferred
- Familiarity with basic social media platforms (Facebook, YouTube, Twitter).
- Aptitude and willingness to learn new software systems
- Well-developed organizational, analytical, customer service, and communication skills (oral and written) are required.
- Proven ability to work independently and as a team member with a high level of initiative in a fast paced, deadline-driven work environment.
- Strong interpersonal skills and the ability to interact in a positive and supportive manner.
- Must be able to deal efficiently and empathetically with a wide range of student issues and concerns.
- Proven capacity to multi-task and handle a high volume of work with an aptitude for attention to detail and accuracy is essential.
- Working knowledge of UW undergraduate policies and procedures, and campus resources is an asset.

Nature and Scope

- **Contacts:** This position requires communication with internal contacts to obtain, clarify and discuss information. Contact groups and individuals include but are not limited to:
 - Faculty, staff and students in the Department of Fine Arts
 - Department Chair and Associate Chair for Undergraduate Studies

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- Undergraduate majors in Fine Arts and Visual Culture; students in other programs enrolled in Fine and VCULT courses
- Society of Fine Arts (SoFA) Student Council
 - University Colleges (St. Jerome's, Renison, Conrad Grebel and St Paul's)
- Arts Undergraduate Office
- Registrar's Office
- Scheduling Office
- Cooperative Education and Career Action
- * Student Success Office and The Centre
- Student Awards & Financial Aid
- Accessibility Office and Campus Wellness
- **Level of Responsibility:** The position has defined specialized and routine tasks. The Administrative Coordinator receives specific guidance but is expected to perform duties with relative independence thereafter.
- **Decision-Making Authority:** : Determining task priority in a multitasking, deadline-oriented environment. Determine student issues to be brought to the Associate Chair for review and discussion. Responsible for all routine enrolment decisions; consults with the Associate Chair for Undergraduate Studies on the remainder. Manages final exam scheduling; collects grades for timely submission to Registrar's Office. Serves as Department's Calendar Representative (Undergraduate).
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions
- **Working Environment:** Possible travel off campus and outside of department hours