

Job Description

Job Title:	First-Year Program Coordinator
Department:	Arts Undergraduate Office
Reports To:	Administrative Coordinator, Arts UG Studies
Jobs Reporting:	none
Salary Grade:	USG 6
Effective Date:	November 2017

Primary Purpose

The First-Year Program Coordinator is responsible for the organization and administration of select academic services for incoming first-year students in the Faculty of Arts, including managing the administration and course scheduling for Arts First (the Faculty's flagship communications program), and course selection for all first-year students. This position also provides administrative support to the Arts First program Director, Associate Director, and instructors. The incumbent liaises with undergraduate student advisors and other university staff, in support of initiatives for first-year Arts students.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Provides administrative support to the Arts First program including the following:

- Identifies problems in Arts First program administration and recommends improvements to the Director and Associate Director as appropriate;
- Coordinates the collection and presentation of data related to the assessment of the program;
- Prepares the agenda for the Arts First Advisory Committee meetings with the Director and Associate Director; minutes these meetings;
- Prepares texts and maintains program webpages; manages web content related to student and instructor resources;
- Manages course evaluation process;
- Maintains proper records retention processes;
- Monitors Incomplete Grades for ARTS 130 and 140;
- Assists with the promotion of the program to incoming students;
- Coordinates the instructor selection process.

Provides support to the Arts First program Director, Associate Director, and course instructors including the following:

- Advises participating faculty members of schedules, deadlines, and documents to be submitted to the Director and Associate Director; receives and monitors submissions;
- Collaborates with the Director and Associate Director's in providing orientation for new and returning program instructors;
- Prepares correspondence and reports, and makes arrangement for meetings as required or at the Director and Associate Director's request;
- Answers faculty questions regarding program procedures;
- Assists instructors with the creation of accessible course syllabi, for posting on the program webpages;

Job Description



<ul style="list-style-type: none">Assists instructors with the grade submission process; Serves as liaison between the department and UW Bookstore/textbook sales representatives.
<p>Develops, oversees, and implements the course selection process:</p> <ul style="list-style-type: none">Liaises with Manager, Academic Advising; Academic Officer; AUO Advisors; and AFIW partners;Develops content for web- and paper-based publications and outreach efforts related to course selection and first-year Course Approval Form;Leads initiatives facilitating student participation in the course selection process including video production and drop-in sessions;Tracks course selection participation for all Arts students, including ARTS 130 and 140; monitors enrolment issues.
<p>Serves as the scheduling representative for Arts First courses (ARTS 130 and ARTS 140):</p> <ul style="list-style-type: none">Coordinates with over 20 scheduling representatives of instructors' home departments to review teaching constraints for instructors selected to teach sections; prepares and submits the schedule for approximately 70 sections of ARTS 130 and 140 each term in consultation with the Director;Reviews preliminary and final Arts First course schedule for accuracy and meeting program needs; identifies potential course conflicts within the Faculty of Arts;Determines course reserve and section needs; resolves scheduling issues affecting enrolment;Co-ordinates final exam scheduling with the Registrar's Office each term;Notifies the Administrative Coordinator of final teaching schedule in order for funds to be disbursed to appropriate departments.
<p>Oversees and monitors the Arts Communication Skills requirement:</p> <ul style="list-style-type: none">Tracks student progress and communicates results on the completion of the Communication Skills Requirement, replacing the English Language Proficiency Requirement (ELPR);Develops and implements outreach efforts related to the completion of this requirement;Communicates initiatives related to the successful completion of the requirement.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

<p>Education</p> <ul style="list-style-type: none">University degree or equivalent combination of education and experience preferred.
<p>Experience</p> <ul style="list-style-type: none">Minimum 3 years administrative support and scheduling experience, preferably in an academic environment.Experience with Infosilem (course scheduling) and Quest is highly desirable.Proficient with MS Office (Word, Excel, Outlook), Quest (course selection and enrolment; course override entry; student academic records), web management software, and SharePoint
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">Knowledge of the Faculty of Arts and undergraduate policies and procedures.Sound judgement, tact, diplomacy and problem solving skills.Proven capacity to handle high volumes of requests and to multi-task.Well-developed organizational, analytical, interpersonal, customer service skills.Strong communication skills – oral and writtenEffective organizational and time management skills: able to manage multiple priorities from different portfolios, with tight deadlines.Attention to detail and accuracy is essential.

Nature and Scope

- **Contacts:** This position requires communication with a wide range of internal contacts and external academic institutions to obtain, clarify, and discuss information. The position requires sensitivity to the needs of a wide client base, including faculty, mature students, students learning online, international students, and students registered with AccessAbility Services.
- **Level of Responsibility:** This position has specialized work with minimal supervision, provides guidance to others and works closely with the Director, Arts First; Associate Director, Arts First; Manager, Academic Advising; and Academic Officer.
- **Decision-Making Authority:** This position performs defined specialized tasks performed under the general direction of the Administrative Coordinator, Arts Undergraduate Studies. Routine tasks are performed with relative autonomy; the position is expected to identify problem areas and bring them forward for discussion and resolution
- **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:** No travel. Regular working hours. Risks, physical and psychological: Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.