

Job Description

Job Title:	Course Management Coordinator
Department:	School of Accounting and Finance
Reports To:	Administrative Supervisor and Course Scheduler
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	November 2017

Primary Purpose

This position is responsible for providing administrative and organizational support to instructors of multi-section Accounting and Financial Management courses in order to provide continuity and consistency from term-to-term. Tasks include a range of administrative, data entry, data management and event planning tasks related to the day-to-day challenges of course management including exam marking sessions, organization of markers, and providing support to instructors or students on the various classroom technologies.

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.

Provide academic support to instructors including, but not limited to the following activities:

- assist with set-up and on-going maintenance of courses
- review and upload course materials and course grades to Learn
- coordinate the course TAs, providing instructions regarding marking and student interaction
- organize assignment and exam marking sessions
- hire and communicate with markers and arrange space and food resources
- coordinate the marking of scantrons cards and process information for instructors
- provide feedback and continuity from previous course offerings
- distribute midterms and assignments back to students
- work closely with new instructors to provide guidance on policy and expectations
- maintain course data (grades, attendance and participation)
- stay current on new technologies in the classroom

Provide academic service to students including, but not limited to the following activities:

- communicate with students daily via email and Learn announcements
- refer students to Undergraduate Advisor regarding requests for complex issues and exceptions (e.g. illness, death in family, etc)
- monitor and report midterm or exam conflicts to Undergraduate Advisor
- report or resolve any hardware or software issues related to course content or course administration
- manage the grade appeal and review process
- act as primary contact between students and various instructors/staff and administration to help resolve issues regarding the course, assignments or examinations

Maintain the SAF database including, but not limited to the following activities:

- manage the administrative aspects of the SAF database and generate queries as needed
- report on student performance across courses, provide data analysis in support of course administration
- provide data analysis in support of course administration
- assist with surveys (preparing, administering, summarizing and reporting on results)
- document procedures and continually refine them

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Required Qualifications

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

Education <ul style="list-style-type: none">• Post-secondary degree or equivalent education and experience in an academic environment preferred.
Experience <ul style="list-style-type: none">• 2-3 years of business experience with a proven track record of data management and record-keeping, in an academic environment preferred
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Superior organizational and time management skills• Exceptional attention to detail• Problem solving skills• Strong technical aptitude• Excellent communication skills• Demonstrated tact in challenging situations• Friendly, professional, customer service oriented• Strong working knowledge of MS Excel• Sound working knowledge of MS Word and MS Access• Able to produce reports and provide analysis• Previous experience using Learn is an asset

Nature and Scope

- **Contacts:** External: This position has contact with incoming and current undergraduate students, current graduate students, alumni, faculty members, food industry contacts and more. Interpersonal Contacts: Communicates with students, SAF staff, faculty members, other internal contacts (AccessAbility, New Media Services, ITMS).
- **Level of Responsibility:** This position works independently but must also function within a team and work collaboratively. The incumbent must act with discretion and professionalism. This position performs no direct supervision of staff, but is responsible for guiding and directing coop students, teaching assistants and student volunteers. The role has a mix of defined, specialized and routine tasks and unusual or one-time requests, which requires outstanding customer service, sound judgment, a strong work ethic and the ability to work under challenging time constraints.
- **Decision-Making Authority:** This position is expected to resolve common issues, and the knowledge to refer unique issues to the instructor or appropriate staff member. Individual is responsible for planning events and must maintain fiscal responsibility within University policy.
- **Physical and Sensory Demands:** Demands are typical of an administrative staff member operating within an academic environment. May include some light lifting.
- **Working Environment:**
 - Travel: Travel is not common for this position.
 - Working Hours: Regular working hours, some evening/weekend work required.
 - Risks: Minimal exposure to disagreeable conditions. May involve exposure to emotionally charged customers.