

## Job Description

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<b>Job Title:</b>	Undergraduate Coordinator and Administrative Assistant, Architectural Engineering
<b>Department:</b>	Civil and Environmental Engineering (CEE)
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	January 2018

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### **Primary Purpose**

This position has two areas of accountability, one as Undergraduate Coordinator for the Architectural Engineering Program and another as Administrative Assistant to the Director of the Architectural Engineering Program (the "Director"). The Undergraduate Coordinator undertakes a variety of activities related to recruiting and enhances the quality of the undergraduate experience by providing knowledgeable support and guidance to students enrolled in the program within the context of their goals and University policies and procedures. As the Administrative Assistant, the incumbent provides administrative support to the Director of the Architectural Engineering Program.

### **Key Accountabilities**

#### **Recruiting and Student Academic Support**

- Responds to inquiries from prospective program applicants concerning application procedures, evaluation criteria, and program details
- Coordinates and participates in activities aimed at active recruiting of high quality applicants, such as the Ontario Universities Fair and University of Waterloo open house events (must be prepared to be the "face" of the program on occasion at these events)
- Assists the Director with activities related to recruiting, such as the handling of portfolios and deflections from the Architecture and Civil Engineering applicant pools
- Provides advice by phone, in person, and in writing; sensitive to the needs of a wide client base including students on stream and on co-op, students with disabilities and international exchange students
- Monitors progress of academically "at risk" students and works proactively with them to encourage their success and continued enrolment
- Facilitates resolution of academic issues by liaising between students and faculty/departments to resolve disputes appropriately
- Advises students regarding the preparation of academic or grade appeals
- Provides advice to students in crisis; immediate action may be required to connect students with university resources (e.g., Counselling Services)
- Interacts with counterparts at the University of Waterloo School of Architecture in Cambridge, in particular during the 3A and 3B academic terms

#### **Academic Administration**

- Manages the administration of all Architectural Engineering undergraduate courses
- Provides administrative and advisory support to the Civil and Environmental Engineering (CEE) Associate Chair, Undergraduate Studies
- Maintains accurate and confidential student files
- Ensures that instructors have the resources required for undergraduate teaching

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- Monitors, evaluates and communicates academic standings, ensuring that academic requirements have been met and promotion decisions are correct
- Executes various processes on the students' behalf (e.g., exemption approval, credit transfers, changes to academic standings, grade revisions etc.)
- Collects information required to complete the accreditation review process
- Serves as backup to the Civil, Environmental & Geological Undergraduate Coordinators
- Maintains a procedures manual for all activities relevant to the role
- Performs other duties as assigned by the CEE Administrative Officer

### **Communications**

- Responds to a wide range of enquiries from prospective and current UW students, alumni and campus colleagues
- Updates information to the Architectural Engineering website and internal document sharing site
- Maintains Architectural Engineering sections in the Undergraduate calendar
- Acts as the Architectural Engineering liaison to the Registrar's Office, the Engineering Undergraduate Office and the Student Awards Office
- Disseminates undergraduate scholarship and award information to students

### **Administrative Assistance**

- Provides administrative and advisory support to the Director of the Architectural Engineering Program
- Assists the Director of the Architectural Engineering Program to communicate program and course requirements to students
- Participates in the development of advertising materials and recruitment activities
- Provides reports as requested
- Organizes meetings and takes minutes of meetings as required

## **Required Qualifications**

### **Education**

- Post-secondary diploma or degree, or equivalent education and/or experience

### **Experience**

- 1-3 years of experience in academic advising and/or related experience in higher education required
- Recruitment, advertising and promotion, or administrative experience would be considered an asset
- Experience with event planning or coordination an asset

### **Knowledge/Skills/Abilities**

- Possess a high level of professionalism and an ability to manage high volume, complex inquiries
- Effectively and enthusiastically promote the Architectural Engineering program using a variety of communication methods
- Exceptional communication and advisory skills required
- Must possess or be able to quickly acquire a high degree of knowledge of academic progression rules and graduation requirements
- Demonstrated attention to detail and analytical skills
- Ability to handle confidential and sensitive information with discretion
- Excellent problem solving abilities
- Proven interpersonal skills to effectively liaise with the campus community, faculty, staff and students

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### **Nature and Scope**

- **Contacts:** Daily contact with students, faculty and administrative staff providing advice and resolving issues.
- **Level of Responsibility:** The advisor has a strong influence on student success. Exceptional advisory skills are required to support students. Duties are to be performed within established policies and procedures and according to the calendar of events under minimal supervision. Errors could adversely affect credibility of department and student standing, which in turn could affect recruitment and retention of students.
- **Decision-Making Authority:** Expected to use judgement to make decisions based on existing policies and procedures. Extraordinary issues are referred to the Undergraduate Associate Chair.
- **Physical and Sensory Demands:** Demands typical of an office based position where distractions and interruptions are common.
- **Working Environment:** Frequent interruptions and multiple demands from multiple clients. High volume of work during critical periods throughout the academic year. Must be prepared to travel on occasion, by own means, to Cambridge campus to interact directly with students and administrative staff.