

Job Description

Job Title:	Program Assistant, MPS
Department:	Political Science
Reports To:	Program Officer, MPS
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	March 2018

Primary Purpose

This position provides administrative and event support for the Master of Public Service (MPS), an interdisciplinary graduate co-op program within the Faculty of Arts that resides under Political Science. The incumbent is the frontline resource for current and incoming students in MPS whom directly assists the MPS Program Officer and works closely with the MPS Director and professors, Arts Computing Office, Graduate Studies and Postdoctoral Affairs, Co-op Education and the Centre for Career Action, and the UW library. The incumbent assists with student records, graduate applications, admissions, classroom management, professional development, and event management for the program.

Key Accountabilities

Administrative

- Assists with all administrative aspects of the Master of Public Service program, including course management, course logistics, and enrolment metrics
- Ensures student records are accurate and up-to-date for use by Co-operative Education and the Centre for Career Action, Arts Associate Dean, Graduate Studies and Postdoctoral Affairs Office, and the Registrar's Office; ensures necessary forms are completed and submitted
- Creates/updates the MPS Student Handbook that provides detailed information about the program and the university and is given to students before they begin the program
- Provides clerical support to faculty, including course announcements, lecture notes, and exam notices; ensures class material is uploaded onto Waterloo LEARN; photocopies class material; acts as exam proctor as required
- Keeps an up-to-date record of student resumes, workshop attendance, mock interview attendance, meetings with Centre for Career Action, co-op applications, co-op interviews, co-op positions, job extensions, and post-grad positions
- Schedules temporary office space for program instructors and guests of the program
- Ensures that equipment is in optimal working condition for classes and general student use (IT/AV, photocopier/fax, kitchen, etc.)
- Orders and maintains appropriate supplies for program operations
- Prints materials for students when student printer is temporarily unavailable
- Ensures all incoming mail is handled in a confidential and timely manner; receives packages from delivery personnel

Events

- Organizes the logistics and travel of public service guest speakers for classes; coordinates with the course instructor to ensure appropriate timing

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- Assists with on-site technical support for professors, students, and guest speakers; acts as an intermediary between ACO and students for technical issues that cannot be readily resolved
- Assists with the coordination of MPS Talks, an annual event where senior students give mini talks about how to be successful during the co-op process and at work
- Manages rsvp lists, catering orders, and arranges photographers for events
- provides on-site assistance for the Program Officer at special events throughout the year including several large-scale after-hours and out-of-town professional development events with students, alumni, and government officials
- Works closely with the MPS student association to organize on campus and off campus events

Admissions

- Assist the Director and Program Officer to review applications via the OnBase system
- Calculates averages of all the applicants' transcripts
- Download admissions extracts for use in the committee review process
- Assist in the acceptance/denial process using Onbase
- Communicates with applicants in a manner that demonstrates thoughtfulness, professionalism and thorough knowledge of the program

Professional development

- Assists students with employment searches (after co-op) by distributing relevant job opportunities
- Arranges professional headshots of MPS students by Creative Services' photographer
- Assists with student success coaching services to enhance mental health among students, academic success, satisfaction, and employment opportunities
- Assists Program Officer with the alumni mentorship program by keeping an up-to-date list of mentors and recommending potential alumni and student matches based on interests/career goals
- Maintains a database of MPS alumni with a list of all their held positions; university stakeholders; and past, current, and prospective employer contacts; and sends marketing material to these contacts on advisement by the Program Officer
- Assist the Program Officer with maintaining alumni engagement

Required Qualifications

Education

- University degree or equivalent education and experience.

Experience

- Extensive knowledge of the University of Waterloo and all policies and procedures related to students and admissions is required with preference to applicants who possess a thorough knowledge of the intricacies of Master of Public Service program
- Experience assisting with providing support to the daily operations of a student-based work environment, preferably professional graduate programs
- Strong grasp of university transcripts and the ability to calculate averages
- Experience responding to stakeholder inquiries and escalating to the appropriate individual
- Experience with executing events including managing rsvp lists and ordering food/supplies
- Familiarity with the policies and programs for graduate programs is an asset
- Demonstrated ability to thrive in, and contribute to, an integrated and collaborative team environment and to apply a calm, positive team approach to working with colleagues

Knowledge/Skills/Abilities

- MS Word – Basic experience with Microsoft Word
- Excel – Basic experience with Microsoft Excel
- PowerPoint – Basic experience with Microsoft PowerPoint
- Social media platforms – Intermediate experience with common platforms including Instagram, Twitter and Facebook
- PeopleSoft / DMS – Experience using online Student Information Systems and DMS is an asset

Nature and Scope

- **Contacts:** The Program Assistant must have the ability to communicate well, both verbally and in written form. S/he must relate well to various types of people with various levels of authority. Internally, communicates with faculty members and Program Officer to respond to inquiries from different stakeholders: students, Registrar's Office, internal staff, Graduate Studies Office, Dean of Arts Graduate Office, Co-operative Education and Career Action, Arts Computing Office.
- **Level of Responsibility:** The Program Assistant is the initial program contact for current MPS students. S/he receives supervision from the Program Officer when in need of guidance.
- **Decision-Making Authority:** Makes straightforward decisions based on adequate information; deals with exceptions using clearly specified rules; makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information; supports and acts on decisions.
- **Physical and Sensory Demands:** This role could involve interactions with people who are upset or angry (i.e., occasional emotionally-charged issues with students), occasional irregular hours or schedules, and multiple and/or tight deadlines throughout the academic cycle. Some lifting of small packages is required during events, typically weighing less than 20 lbs.
- **Working Environment:** Regular working hours, some evening/weekend work required