

## Job Description

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<b>Job Title:</b>	Student Services Coordinator
<b>Department:</b>	Science Undergraduate Office
<b>Reports To:</b>	Manager, Academic Advising
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	July 2018

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### **Primary Purpose**

The Student Services Coordinator is responsible for providing proactive, student-focused, and exceptional front-line service in a variety of formats and has primary responsibility for the initial handling of most email, telephone, and in-person inquiries to the Science Undergraduate Office (SUO). This position handles each interaction professionally, effectively, empathetically and in accordance to the University's values in regards to diversity, accessibility and inclusion. The incumbent also provides administrative support to the Manager, Academic Advising, Associate Deans, Undergraduate Studies and Student Relations, and SUO staff e.g. booking meetings, ordering SUO supplies, and maintaining active and inactive student files.

### **Key Accountabilities**

#### **Providing front-line service to students in the SUO**

- Provides primary coverage for SUO front desk during office hours
- Responds to all types of inquiries in-person, and via email (science.advisor@uwaterloo.ca), making appropriate referrals as necessary and when volume dictates
- Provides secondary coverage for the office telephone extension (x35244)
- Explains processes and procedures where appropriate, e.g. petitions, plan modifications
- Enters authorized course overrides
- Maintains undergraduate student files, active, inactive, and graduands, by creating files when needed and, regular filing of petitions, academic progression reports, Verification of Illness Forms (VIFs), and other documents; archiving/disposing of documents according to records retention guidelines
- Directs students to appropriate academic advisor, in the SUO or elsewhere, when conversation requires a confidential environment
- Maintains up-to-date SUO paper forms and advisor lists
- Notifies SUO advisors of noticeable trends and follows up with Registrar's Office (RO) staff, as required
- Helps to train and orient new co-op students and other staff members who may be responsible for covering the front desk
- Supports the collection, review, return, and grade submission of Science and Business programs work reports

#### **Providing back-up front-line advising coverage during times of limited academic advisor availability**

- Triages the nature and complexity of inquiries and determines what actions are needed
- Provides academic advice by maintaining in-depth and current knowledge of Science regarding:
  - undergraduate curriculum and academic program requirements
  - admissions regulations and practices

## Job Description



- regulations and University policies of relevance to student issues
- disciplines that are relevant to Science students
- support resources that are available to students, both within and outside the Faculty/University
- Registers VIFs in Student Accountability System (SAS) or equivalent
- Enters appropriate ASIS (Advising Student Information System), or equivalent, notes when providing advice, whether by phone, email, or in-person

### **Science Teaching Complex (STC) activities**

- Books meeting rooms and other bookable space in SUO, STC, and other Science rooms with awareness of SUO activities and hours that impact key access, e.g. office closures
- Liaises with Science Manager of Infrastructure and Facilities regarding upgrades and installations
- Coordinates space bookings with Plant Operations, Central Stores, and Student Engagement Officer (SEO) for large scale event bookings in STC
- Maintains STC booking principles with SEO such that event needs are balanced with those of students who need the space for study
- Liaises with Custodial Services and SEO on STC issues such as garbage collection and removal of non-authorized posters
- Reports STC maintenance needs to Plant Operations

### **Support to SUO colleagues**

- Participates, in conjunction with the Science Undergraduate Office advising team, in the first-year block enrolment process by checking course blocks for accuracy and confirming changes
- Contributes to the collection of midterm grades and outreach to new students
- Reviews websites and SciSpace content for accuracy and reports any required changes to SEO and/or Student Information Specialist (SIS)
- Maintains email distribution lists for SUO staff, academic advisors/contacts in Science, and SUSC
- Supports SUO administrative coordinator in reviewing course catalog updates and maintaining academic advisement templates
- Engages with SUO colleagues on regular activities, required bookings, and supplies
- Sorts mail and maintains order in SUO storage room, supply room, and kitchen
- Orders general office supplies such as paper and print cartridges and ensure adequate levels of supplies are available, which includes keeping the photocopier in working order
- Arranges for pick-up of shredding, prepares surplus declarations, requests custodial services (e.g. winter cleaning)
- Submits IST (Information Systems and Technology) service requests for SUO, e.g. telephone equipment and services, and maintains inventory of office computers, laptops, and projectors along with any sign-out for such items
- Maintains alarm system records for SUO, coordinating with any colleagues maintaining other Dean of Science alarm records
- Works with Manager, Academic Advising, to plan SUO events
- Provides planning and day-of support to SEO for Science 101 event in July
- Maintains SUO financial records that include activities such as entertainment, supplies, telephone, shipping, and printing
- Maintains records of orders and payment of invoices and assists with purchases as appropriate, e.g. P-card
- Reconciles financial statements to ensure that all transactions related to these accounts are correctly recorded and appropriate back-up information is on file

### Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• College diploma or university degree required</li><li>• Equivalent combination of education and/or experience will be considered</li><li>• A Bachelor of Science is preferred</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• One to three years' experience in a front facing service role, preferably in a post-secondary environment</li><li>• Administrative experience in an academic setting preferred</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Proven ability to provide exceptional front-line service in a fast-paced environment with high volume is required</li><li>• Organizational, analytical, interpersonal, customer service, and communication skills (oral and written) required</li><li>• Aptitude for attention to detail and accuracy are essential</li><li>• Faculty of Science organization, academic departments and programs, and in particular knowledge of policies and procedures relating to undergraduate students an asset</li><li>• Intermediate level proficiency with MS Word, Excel, and PowerPoint</li><li>• Student information systems, e.g. Quest, LEARN, WCMS, ASIS, SAS, and ability to learn new systems quickly</li></ul>

### Nature and Scope

- **Contacts:** This position requires communication with internal contacts to obtain, clarify, and discuss information, to receive instructions, and to exchange and/or provide simple information. Contact groups and individuals include, but are not limited to: Science students, faculty, and staff, RO, Co-operative Education and Career Action, and Plant Operations.
- **Level of Responsibility:** There are many defined or routine tasks and specific guidance is often provided. Exercises judgement and discretion with respect to confidentiality of information.
- **Decision-Making Authority:** Makes decisions about advice given to students; refers students to colleagues when appropriate. Makes decisions on timelines for daily tasks.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an open office environment. Exposure to a fast-paced service oriented environment with deadlines, changing priorities, and large volumes at various times (normally January, May, and September) throughout the year.
- **Working Environment:** May experience exposure to disagreeable conditions typical of working with people in distress; normal stress and pressure associated with client service positions. Students with mental health conditions. There may occasionally be multiple or tight deadlines beyond one's control with frequent interruptions.