

Job Description



Job Title:	Scheduling and Undergraduate Operations Assistant
Department:	Dean's Office, Faculty of Applied Health Sciences
Reports To:	Faculty Undergraduate Operations and Events Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	August 2017

Primary Purpose

This Scheduling and Undergraduate Operations Assistant reports to the Faculty Undergraduate Operations and Events Manager. The position is responsible for facilitating an efficient and effective course timetabling and scheduling process and data tracking in the Faculty of Applied Health Sciences.

Key Accountabilities

Course timetabling and scheduling

- Extensive use of UW Infosilem scheduling system to assist the Faculty Undergraduate Operations and Events Manager with all scheduling matters.
- Consulting with scheduling representatives to confirm course offerings and teaching assignments (discrepancies, forthcoming changes, etc.).
- Determining preliminary course enrollment capacities, sections, etc. of courses to be offered based on 'prior term copy' and historical data.
- Reviewing and revising 'prior term copy' (Schedule of Classes for Undergraduate/Graduate Students) once updated by the Scheduling Office.
- Consulting with scheduling representatives to gather instructor course requirements; follow-up with instructors; and ensure course limits, reserves, instructor/course constraints meet constituents' needs.
- Obtaining chair/director/associate dean approval for instructor constraint levels (Level 1, 2, 3) and submitting information to Scheduling Office (Scheduling Office deadline).
- Preparing preliminary summary of course and instructor scheduling data for chair/director approval (includes meet patterns, teaching windows, across the week for each unit for review by scheduling representative, etc.).
- Preparing a report for chair/director approval including instructor requests. □
Preparing a preliminary schedule for each academic unit to review.
- Availability to provide immediate responses to Scheduling Office's questions pertaining to coding, creating schedule, or adjusting enrolment capacities.
- Ongoing coverage for Faculty Undergraduate Operations and Event Manager.

Undergraduate Operations

- Assist with maintaining up-to-date curricular information and communication within the academic units.
- Assist with the creation of enrolment reports and related data extractions. □
Other duties as assigned.

Required Qualifications

Education

- University degree is required and experience within an academic setting is preferred.

Experience

- Administrative support experience, preferably in an academic environment.
- Experience with Infosilem/DCU is highly desirable (training will be provided).

Knowledge/Skills/Abilities

- Knowledge of the Faculty of Applied Health Sciences.
- Excellent interpersonal skills and communication skills, oral and written proven ability to interact across students, faculty and staff.
- The ability to work calmly under pressure and the flexibility to deal effectively with change.
- High standard of excellence in work performance at the detail level.
- Proven organization and time-management skills: able to manage multiple priorities with tight deadlines.
- Sound judgement, tact, diplomacy and problem solving skills.
- Demonstrated ability to work independently and in a team environment.
- Knowledge of Quest (CEM for course build, data extracts); OAT queries; scheduling requirements; course combinations; and Excel is desirable.

Nature and Scope

- **Contacts:** Academic units, scheduling office, scheduling representatives, undergraduate operations manager, and associate dean, undergraduate studies.
- **Level of Responsibility:** The position has defined specialized or routine tasks and receives specific guidance.
- **Decision-Making Authority:** Handle course and instructor scheduling conflicts in consultation with the academic units and the Faculty Undergraduate Operations and Events Manager. Requests for scheduling changes during final phase of timetabling are discussed with the Faculty Undergraduate Operations and Events Manager and the Associate Director for resolution and with the Associate Dean for approval.
- **Physical and Sensory Demands:** Minimal physical and sensory demands typical of a staff member operating within a university service department.
- **Working Environment:** Minimal exposure to disagreeable conditions and pressure. Significant and varied computer work. Comfortable office environment typically sedentary in nature. Lack of control over multiple and/or tight deadlines beyond one's control.