

Job Description

Job Title:	EDGE Program Assistant
Department:	Work-Integrated Learning (WIL) Programs
Reports To:	EDGE Liaison
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	December 2022

Primary Purpose

Work-Integrated Learning Programs supports the development and growth of student employability. Students engage in academic programming and reflect on the connections between the workplace, their community experiences, their academic courses, and their career goals. Housed in WIL Programs is the University of Waterloo's Experiential Education Certificate – the EDGE Program. EDGE is an opt-in program for undergraduate students in traditional (non-co-op) programs of study. Students who complete EDGE will develop their professional skills, explore their career options and learn how to market themselves to employers. Reporting to the EDGE Liaison, the EDGE Program Assistant will function in administration, operations and communications. The EDGE Program Assistant supports the program from behind the scenes to ensure smooth operations and exceptional client service.

Key Accountabilities

Operations

- A member of the EDGE team; coordinates program activities alongside the Instructional Support Coordinator(s), EDGE Program.
- Coordinate termly workshops including liaising with instructors and facilitators; booking rooms; sharing resources; managing registration process; etc.
- Coordinate logistics for prospective student events including booking spaces; aligning staffing needs; gathering necessary materials; etc.
- Coordinates logistics of job information verification process including pulling reports, assigning interviewers, assigning status indicators, updating personnel information and liaising between stakeholders.
- Coordinates recruitment activities for EDGE Ambassador team on a termly basis. This includes supporting the full breadth of the recruitment cycle, from promotion and marketing, to application review, to interview scheduling and offers.
- Coordinates EDGE Ambassador onboarding, ongoing training and offboarding activities on a termly basis.
- Coordinates one-off course approval process; facilitates vetting escalation, communicates department decisions.

Administration

- Coordinates department/stakeholder meetings; develops agendas and documents minutes.
- Develops program reports for target audiences both internal and external to the institution.
- Coordinates data query processes, reads reports, takes necessary action, and escalates issues as required.
- Supports EDGE enrollment/disenrollment/convocation processes. Ensures a high level of customer service as students enter and navigate the program.

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- Ensures accurate reporting in tracking systems. Supports payroll processes as needed.
- Supports administrative processes and special project work as required.

Communications

- Manages the EDGE general inquiry email account. Responds to or escalates messages as needed.
- Coordinates termly student and faculty messaging related to program activities.
- Coordinates newsletters for key stakeholder groups.
- Coordinates EDGE social media. Coordinates student interview/photoshoot/video activities as required.
- Supports communication on the web. Makes recommendations for updates/edits/additions to EDGE website to improve stakeholder navigation.
- Provides support on department/campus events including organizing booth materials; printing resources; staff scheduling and logistics.
- Liaises with campus partners to ensure smooth hand-off of specialized student support cases (e.g. Waterloo International; Co-operative Education).
- Responds to partner requests for information, materials and data.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's degree required

Experience

- 1-2 years of experience working in higher education in an administrative or operational capacity.
- Experience coordinating projects, writing reports, supporting students, executing processes and working with diverse stakeholder groups.

Knowledge/Skills/Abilities

- Proven organizational and time management skills.
- Ability to coordinate multiple projects with competing deadlines in a fast-paced environment.
- Superior customer service skills.
- High attention to detail and ability to report on programmatic activities with accuracy.
- Proven flexibility/adaptability.

Nature and Scope

- **Contacts:** Connects with a variety of stakeholders both internal and external to the institution including the WIL Programs department; students; Faculty members; Centre for Career Action; FEDS; Co-operative Education; CEE Business Services; Off campus employers; etc.
- **Level of Responsibility:** Front line staff member. Supports team and program.
- **Decision-Making Authority:** Responsible for front line customer service, program coordination and operations. Makes decisions on logistical related matters.
- **Physical and Sensory Demands:** Requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** Involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions.