

Job Description



Job Title:	Associate Director, Undergraduate Operations
Department:	Science Undergraduate Office
Reports To:	Director, Undergraduate Operations
Jobs Reporting:	Academic Services Coordinator, Acad. Integrity Specialist, Acad. Officer
Salary Grade:	USG 10
Effective Date:	Dec 2023

Primary Purpose

The Associate Director supports Science Undergraduate Office (SUO) operational leadership to help accelerate and advance strategic priorities, and to implement activities that support the achievement of targeted project outcomes. The incumbent is an expert source of knowledge related to academic policy and procedures and is focused on continuous improvement. The Associate Director provides excellent client service to faculty, staff, and students by providing sound advice and counsel on student record policies and program requirements. The Associate Director plays a critical role in achieving the Faculty of Science's strategic priority in enhancing student experience while providing critical support for students in crisis. The incumbent is regularly called upon to act on behalf of the Director, as appropriate.

Key Accountabilities

Project Implementation and Strategic Planning Support

- Lead and/or participate in various initiatives and projects, in accordance with SUO goals and objectives.
- Communicate effectively with multiple, varied clients (senior leadership, faculty members, and staff) to understand needs, scope project, update progress and present findings.
- Provides advice, guidance, and critical analysis to the Director on issues impacting policy and regulations.
- Applies a data-driven approach in decision-making and, in providing recommendations regarding strategic directions of undergraduate student affairs. Data analysis for projects provides a strategic framework for continuous improvement of processes. Supports Student Success Officer with data analysis of early outreach program.
- Conducts ongoing research and environmental scanning in support of planning process. Utilizes data to inform strategic and operational decision-making by Associate Dean for Teaching and Learning and Director.
- Contributes to the development of long-range strategies and operational plans for the SUO.
- Supports Associate Dean in cyclical review of General and Honours Science reviews and analyzes the data provided by IAP for self-study.
- Provide administrative and database support for monitoring projects, providing timely and quality support to the Director and the Associate Dean.
- Provides long-term continuity in planning and execution of strategic initiatives for the SUO and Faculty Advising team.
- Builds relationships within the Faculty of Science and the wider university in support of SUO objectives (Student Success Office, Counselling Services, Accessibility Services, Faculty counterparts).
- Monitors assigned project schedules and timelines and is accountable for timely completion of objectives and key results.

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- Liaise with and coordinate actions with stakeholders for strategic projects to ensure roles are clear and actions are executed effectively.
- Provide interpretation and application of University and unit policies, guidelines, and practices.
- Supports the Director and attends meetings outside the Faculty in their absence.

Human resources and staff supervision

- Hires, supervises SUO staff with principally administrative responsibilities. Responsible for performance management, coaching, mentoring and performance evaluations.
- Ensures the Academic Services Coordinator effectively hires, trains, and oversees co-op students.
- Ensures the front desk maintains a collegial and cooperative relationship with faculty, staff, and students.
- Ensures the Academic Integrity Specialist is appropriately supporting the Associate Dean for Teaching and Learning regarding policy work (Policy 33, 42, 71), as needed.
- Ensures the Academic Officer is appropriately supporting SUSC and curriculum needs, including scheduling.
- Identifies and refers atypical problems concerning student academic success or conflict to the Director.
- Maintains current knowledge of policies, procedures and resources that pertain to enrolled students.

Academic Progression and Academic Advisement

- Acts and Principal academic advisor for students in crisis.
- Maintains a continuous connection with Campus Wellness, ensuring students obtain immediate support when presenting in distress.
- Communicates concerns of student wellness to the Associate Dean for an Inclusive and Safe Science; Acts as a liaison for students needing an advocate.
- Supports the Associate Dean for Teaching and Learning when needing to advise students banned from campus.
- Supports the advising to the Honours Science students, as needed in periods of high demand.
- Ensures academic progression decisions are appropriately assigned in a timely fashion.
- Participates in scholarships and student awards.
- Leads Academic progression for the Faculty. Meets regularly with departmental/program advisors to aid in academic progression decisions based on Faculty rules and regulations and ensure that standing rules work correctly.
- Assesses rules on a termly basis, making adjustments when required.
- Supports the Science Success Officer with student needs and reviews academic advisement audits for students in General Science program, as needed.
- Works closely with SUO Advisors.
- Attends Science Petitions Committee as well as the sub-committee.

Communications

- Develop and execute annual communications plan and schedule to align with SUO objectives and to guide strategic initiatives, provided to the Science Advisors Forum, as needed.
- Oversee the SUO website content creation and new initiatives targeted to students, faculty, staff, and public.
- Works collaboratively with the Faculty of Science Communications team to ensure all UW branding requirements and guidelines are maintained.
- Responsible for archival and documentation of advising communications for students.
- Collaborates with all Science units to develop consistent advising messaging across the Faculty of Science to ensure standardized responses to both common and complex inquiries.

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**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 <ul style="list-style-type: none">• Bachelor's Degree; Undergraduate degree in Science with post-graduate degrees, training, certification or appropriate experience is preferred.
Experience <ul style="list-style-type: none">• 5 years of progressive academic experience with a thorough understanding of university rules, policies and regulations.• Excellent human resources management skills, and the ability to guide and develop staff and foster team relationships.• Strong management skills in leading and managing unique and complex situations.• Demonstrated experience dealing with individuals facing mental health or emotional crises.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Demonstrated ability to review, extract and manipulate data, from multiple sources, into useful elements to inform decision making and implement change.• Proven ability to identify problems and to deal with difficult situations by probing for information, analyzing complex situations, and providing solutions.• Demonstrated ability to create a safe and inclusive space for students; Training in sexual gender-based violence support is preferred.• In-depth knowledge of Faculty of Science academic programs and curriculum processes.• Experience creating and developing communications schedules and plans would be considered an asset.• Effective organizational, research, strategic thinking, analytical and problem-solving skills.• Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge.• Demonstrated ability to undergo continual training in matters of changing policy, as well as changing cultural trends.• Ability to lead team-based efforts to enhance service delivery.• Ability to maintain confidentiality and demonstrates a sensitivity to diversity.• Demonstrated ability to resolve conflict actively and constructively and engage in difficult conversations to find collaborative solutions.• Effective communication skills (written and oral) are required, including clarity, diplomacy, and tact.• Advanced use of MS Office products, especially Teams, Word, and Excel.• Advanced understanding of data sources available to support Academic Advising, including ASIS, Quest.• Demonstrated ability to use technological solutions to improve processes and communication.• Demonstrated ability to manage multiple concurrent projects with different groups and• Ability to work within an ambiguous and sometimes undefined framework and can shift priorities quickly when needed.• Maintains updated training in sexual violence disclosure and mental health first aid.

Nature and Scope

Job Description



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- **Contacts:** Internally, this position interacts with Faculty of Science faculty and staff: Science Undergraduate Office personnel; Registrar's Office; Office of the Dean of Science; Associate Dean for Teaching and Learning for the Faculty of Science; Associate Dean for an Inclusive and Safe Science; Assistant Dean for Undergraduate Policies; Science department staff and advisors; Waterloo International; Student Success Office; Campus Wellness; AccessAbility Services. Externally, this position interacts with students. Nature of interactions includes providing responses to questions, inquiries, complaints, and requests for support.
 - **Level of Responsibility:** The position is responsible for managing staff and implementing curriculum and policy change. Self-initiated, detail-oriented, strategic thinking is required. The position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others, including academic advisors and departmental staff.
 - **Decision-Making Authority:** Makes independent decisions regarding academic progression and academic advisement. Responsible for hiring, training, and supervising staff. Responsible for monitoring university policy and initiating changes to faculty policy. Continually provides input to support decisions about the most effective and efficient methods of implementing project initiatives. Refers matters to Director when necessary.
 - **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service-oriented environment with deadlines, changing priorities and large volumes at various times throughout the year.
 - **Working Environment:** Office based, regular working hours (some evening/weekend work required). Periodic exposure to disagreeable conditions through work as Principal Advisor and work typical of a leadership position exposed to stress and pressure associated with senior level responsibilities.