

Job Description

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| Job Title: | Administrative Coordinator, Undergraduate Affairs |
| Department: | School of Pharmacy |
| Reports To: | Academic Advisor, Undergraduate Affairs Coordinator |
| Jobs Reporting: | None |
| Salary Grade: | USG 6 |
| Effective Date: | December 15, 2023 |

Primary Purpose

The Administrative Coordinator, Undergraduate Affairs is responsible for the efficient daily operations of the Undergraduate Affairs Office through the provision of administrative, logistical and system support. The incumbent is responsible for the provision of essential services in the areas of front-line service to the PharmD program, administrative support, student engagement, recruitment, admissions and specialized projects and event management. The Administrative Coordinator is a key individual in managing data for the purposes of quality assurance and accreditation within the School of Pharmacy.

The position reports to the Academic Advisor, Undergraduate Affairs Coordinator and provides senior-level administrative support to the Director of Admissions & Undergraduate Affairs and the Academic Advisor, Undergraduate Affairs Coordinator.

Key Accountabilities

Administrative Support

- Responsible for ensuring the provision of proactive, front-line service for inquiries received by the Undergraduate Affairs Office; most inquiries are received via the pharmacy@uwaterloo.ca email account (about 100 emails per week); the incumbent is responsible for monitoring, responding and triaging inquiries within set time parameters. They are also responsible for the creation and development of template responses to common inquiries/trends and for the running and analyzing of data extracts to improve communication in all venues (e.g., website, emails, townhalls)
- Primary administrative resource to the Pharmacy Professionalism Committee, which includes scheduling meetings, preparing meeting agenda portfolios, minute taking and advising the Chair
- Resource to faculty, staff and undergraduate students for the application of policies, procedures, guidelines, and best practices as they apply to undergraduate students at the School of Pharmacy
- Contributes to the enhancement of student-centered service models
- Contributes to the development of various reports and communications within the Undergraduate Affairs Office, including responsibility for running and analyzing regular data extracts from the Reporting Professionalism Achievements and Lapses web form, among others
- Responsible for calendar management of the Academic Advisor, Undergraduate Affairs Coordinator and the Director of Admissions & Undergraduate Affairs
- Serves as back-up to the Coordinator, Assessment & Curriculum re: scheduling and enrolment
- Other duties as assigned, including provision of support for the Curriculum and Experiential areas

Student Engagement

- Contributes to the overall coordination of PharmD Orientation (Note: Pharmacy manages its own mandatory Orientation program separate from the University and Faculty)

- Responsible for providing proactive, student-focused, front-line service for inquiries received from current PharmD and CAP students, and faculty and staff via the pharmacy.advisor@uwaterloo.ca email account, responding or triaging as appropriate and within set time parameters; this is a much used and valuable resource to our current students and receives on average 100 time-sensitive emails per week
- A member of the academic advising team
- Refers students in need of special help or attention to the appropriate Academic Advisor and/or service provider (e.g., Campus Wellness, AccessAbility)
- Participates in the first-year block enrolment process by checking course blocks for accuracy and confirming changes
- Responsible for student email distribution lists for Academic Advisor
- Responsible for the monthly student support emails and participates in townhall meetings
- Liaises with student leaders and other staff and faculty members to support an environment that helps Pharmacy students flourish
- Monitors and reports regularly on student engagement initiatives; provides end-of-term statistics so that initiatives may be assessed for effectiveness
- Collaborates extensively with colleagues to identify gaps and act on opportunities with respect to extra-curricular activities that promote intellectual, personal, and professional development
- Other duties as assigned

Recruitment

- Coordinates the annual undergraduate pharmacy recruitment plan for events and activities that support the goals and objectives of the School
- Advises on and implements an integrated communications plan for the undergraduate recruitment portfolio using both print and electronic media, in consultation with the Pharmacy Communications Officer
- Monitors web-based communication (e.g., promotion, registration, post-event feedback)
- Serves as WCMS content contributing editor for the Future PharmD webpages
- Provides administrative support for the Indigenous Admission Pathways and recruitment initiatives to support the School's Equitable Admissions Policy
- Contributes relevant data to the Pharmacy recruitment team on student engagement and participation in recruitment events
- Coordinates Pharmacy's participation in all University-wide undergraduate recruitment events, such as: Ontario Universities' Fair (OUF), Fall Open House, March Break Open House, and You@Waterloo Day
- Liaises with the Recruitment Coordinator in the Science Undergraduate Office
- Other duties as assigned

Admissions

- Secretary to the Pharmacy Undergraduate Admissions Committee which includes, but is not limited to: scheduling meetings, preparing agenda portfolios, minute taking, correspondence and communication, advising the chair maintaining MS Teams; Note:
- Provides support for Pharmacy program interviews which may include: monitoring and extracting interviewer survey results and applicant interview acceptance results, updating the Candidate Review Guide (CRG), scheduling training sessions, sending communications, maintaining web pages, organizing the PharmD buddy program, ordering supplies. Note, in Pharmacy, we offer the

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largest synchronous interview process at the University which requires complex project management, communication and knowledge of University, Faculty and School processes; the three-day annual interview program involves 90 interviewers and 200 plus interviewees.

- Other duties as assigned

Specialized Projects and Event Management

- Responsible for events run by the Undergraduate Affairs office (e.g., planning, organizing, coordinating)
- Provides management support for all recruitment activities related to the undergraduate pharmacy program
- Other duties as assigned, including provision of support for the Experiential area

**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

- University degree or equivalent post-secondary education and experience

Experience

- 3-5 years' experience working in a post-secondary environment
- Demonstrated project management experience
- Demonstrated event coordination experience
- Experience using virtual event platforms such as MS Teams and Zoom
- Experience in creating effective operational processes
- Experience in writing communication materials
- Experience working with confidential information and the ability to work independently and as part of a team
- Experience with website management

Knowledge/Skills/Abilities

- High level of professionalism, a positive attitude, and the ability to meaningfully engage with a variety of people on- and off-campus.
- Service-oriented, can-do attitude, and willingness to learn
- Strong planning and organization skills with exceptional attention to detail
- Demonstrated networking, research and problem-solving skills
- Proven ability to meet strict deadlines without compromising quality in a busy deadline oriented environment
- Works well independently and on a team
- Advanced proficiency in Microsoft Office Suite, particularly Excel, Quest, LEARN, WCMS, Qualtrics, Adobe Pro
- Familiarity with University scheduling and website management

Nature and Scope

- **Contacts:** Registrar's Office; Academic Advisor, U/G Affairs Coordinator; Director of Admissions & U/G Affairs; Associate Director, Curriculum and Assistant Director Curriculum; Coordinator,

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Assessment and Curriculum Communications Officer; Marketing and Undergraduate Recruitment; Student Success Office; Accessibility Services; Science UG Office; Experiential team;; faculty and staff; undergraduate students, potential applicants, parents, general public

- **Level of Responsibility:** Demonstrated ability to take initiative, work independently and as a team member in a fast paced, challenging environment. This position will have access to a large amount of student information and therefore maintenance of privacy and confidentiality is critical
- **Decision-Making Authority:** Independent decision making; working with complex academic requirements consistent with a health-care professional degree program in a university without a medical school, and operating out of a satellite campus (where main campus services are not readily available).
- **Physical and Sensory Demands:** Minimal; typical of an administrative position within an office environment; distractions; attention to detail and accuracy; some lifting and extensive standing/walking during events; subject to students in distress
- **Working Environment:** Regular and unalterable deadlines with competing priorities and frequent interruptions; provides support to applicants, parents and students in a highly stressed environment; much of the time spent sitting in a comfortable position with frequent opportunity to move about; occasional lifting of moderate weight required. Expected to be present at events, which includes standing for long periods at events or delivery and/or set-up of tables, chairs and event related accessories. May involve occasional off-campus travel and work in evenings and weekends. 35 hours per week, in-person position.