Job Description

**Job Title:** Manager, Graduate Operations  
**Department:** Engineering Graduate Studies Office, Faculty of Engineering  
**Reports To:** Associate Dean, Graduate Studies, Faculty of Engineering  
**Jobs Reporting:** Administrative Coordinator, Master's  
Administrative Coordinator, PhD  
**Salary Grade:** USG 8  
**Effective Date:** February 28, 2018

**Primary Purpose**  
The Manager, Graduate Operations is a senior administrative position in the Engineering Graduate Studies Office (EGSO), reporting to the Associate Dean, Graduate Studies (ADG), and is responsible for overseeing day to day operations and operational improvements to business practices in the EGSO. The Manager provides overall administrative and executive assistance in carrying out activities under the Associate Dean's area of responsibility including confidential activities at a senior level. The Manager provides operational leadership to the administrative team, both within the EGSO and for all Engineering Graduate Coordinators, and oversees all operational administrative functions of the EGSO. This position will also work closely with the other senior administrative staff within the EGSO, including the Strategic Graduate Enrolment Manager and Graduate Recruitment Officer, on strategic initiatives related to admissions and student success.

**Key Accountabilities**

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<tr>
<th>Provides strategic and administrative support to the Associate Dean, Graduate Studies</th>
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<tr>
<td>Supports new initiatives and directs workflow to meet Faculty of Engineering goals and objectives</td>
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<td>Analyzes internal processes and recommends and implements procedural changes to improve day-to-day operations</td>
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<td>Compiles statistical data and assists with the preparation of graduate program reports and appraisals</td>
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<td>In cooperation with the Faculty Academic Integrity Coordinator, provides support to the ADG in addressing cases involving academic and non-academic discipline</td>
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<td>Serves as a resource and directs administrative support for the Engineering Graduate Studies Committee (EGSC) and Engineering Graduate Operations monthly meetings including submitting motions to Engineering Faculty Council (EFC) and Senate Graduate and Research Council (SGRC) once approved</td>
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<td>Responsible for providing administrative coordination for graduate program reviews and new graduate programs</td>
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<td>Provides administrative assistance to the ADG as needed</td>
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<th>Provides operational leadership to the administrative staff in the EGSO</th>
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<td>Fosters constructive working relationships and sets goals and team agendas</td>
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<td>Responsible for establishing and regularly reviewing the administrative structure to ensure that human resources are efficiently and effectively managed</td>
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<td>Oversees the day-to-day work of administrative staff; directs, coordinates, and evaluates activities, monitors workload and provides direction and problem-solving support</td>
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<td>Coaches and mentors staff within the department, including counselling staff with respect to career development and advancement</td>
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- Ensures timely response by EGSO by coordinating critical back up coverage and cross training for heavy demand periods and absences

**Provides leadership, support and direction to academic and on-campus support units**
- Fosters constructive working relationships with departmental administrative staff, Associate Chairs, Graduate Studies, and Departmental Chairs
- Acts as a resource for department staff, including coaching, training staff to meet new objectives, and supporting problem resolution
- Establishes and maintains faculty-wide best practices to meet operational goals; reviews quality and accuracy of departmental administration, and addresses any concerns with departmental staff or their direct supervisors or Associate Chairs, Graduate as appropriate
- Responsible for all EGSO & Graduate Coordinators meeting administration and content, including chairing meetings
- Oversees the Required to Withdraw (RTW) notification, involving the Associate Dean, Graduate Studies where appropriate
- Acts as a liaison between the Graduate Studies and Postdoctoral Affairs office (GSPA) and Departmental staff in updating policies and procedures from GSPA and to share feedback on GSPA initiatives on behalf of department staff
- Attends GSPA/Faculty administrators meetings on behalf of the EGSO

**Oversees and administers key functions within EGSO**
- Responsible for overseeing the scholarship process at the Faculty level including providing guidance to academic units and the Associate Dean, Graduate Studies to ensure the optimal and appropriate usage of all awards, and endowments and trusts awarded within Engineering, and processing awards nominations
- Acts as key administrator supporting awards reviewed by the Engineering Graduate Studies Awards Committee, including the OGS/QEII and Award of Excellence in Graduate Supervision
- Manages the review of the Alumni Gold Medal, Governor General’s Gold Medal, Order of the White Rose, and other faculty-adjudicated awards
- Identifies eligible candidates for the PDEAW, PDEAW ENG, Engineering Domestic Doctoral Student Award (ENG DDSA), Dean’s Entrance Award, Engineering Excellence Fellowships, President’s Graduate Scholarship ENG and processes nominations for those awards and those listed above
- Maintains NSERC USRA award nomination process working with departmental Undergraduate administrative staff
- Oversees the admissions process for graduate students for the Faculty of Engineering
- Works closely with the Strategic Graduate Enrolment Manager and Graduate Recruitment Officer to support strategic initiatives and attends the strategic enrolment management -related faculty-wide meetings as necessary
- Supports recruitment initiatives by identifying high caliber applicants and supporting department admissions processing strategies
- Acts as a resource for and directs administration by EGSO staff of PhD Comprehensive Exams defenses, MASc and PhD Thesis Defense Process, the Accelerated Master's program, Doctoral Thesis Completion Award competition, 3MT competition, and Program and Comprehensive Exam Extensions.

**Workflow and process improvements**
- Works with stakeholders (ADG, departments, GSPA, etc) to identify and prioritize opportunities to improve existing processes related to graduate students
- Works with stakeholders to implement workflow and process improvements to ensure clear communications with students, staff, and faculty, including measuring and reporting on impacts
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**Supports strategic communications for graduate operational processes**
- Responsible for managing web content for Current Graduate Students webpages at the Faculty level
- Maintains current, and develops new procedural pieces for the EGSO to align with University processes
- Responsible for the Faculty of Engineering section of the Graduate Academic Calendar
- Reviews motions for approval by EGSC and identifies and advises departments and the Associate Dean, Graduate Studies when revisions are required
- Develops process notes, handbooks, etc., for routine graduate systems
- Creates and maintains manuals for EGSO operations positions as well as best practices and policies and procedures for departments
- Creates messaging to inform award nominees of competition outcomes

**Financial Administration**
- Provides financial oversight in the EGSO, including scholarship budgets and disbursements, travel expenses and general operating expenses
- Has signing authority for all EGSO accounts
- Maintains faculty-wide annual budgets for the UW Graduate Scholarship, Faculty-level endowments, Faculty of Engineering Scholarship, PDEAW, and PDEAW ENG (combined in excess of $1M)

**Required Qualifications**

**Education**
- Bachelor’s degree or equivalent combination of education and experience

**Experience**
- Supervisory or leadership experience to guide process change and mentoring of staff
- Demonstrated experience meeting multiple and concurrent deadlines and managing small and large-scale projects.
- Familiarity with the processes associated with admissions to graduate programs at Waterloo preferred.

**Knowledge/Skills/Abilities**
- Excellent communication skills, both written and oral
- Experience building relationships with a variety of stakeholders and balancing conflicting demands and priorities
- Proven ability to succeed in a detail-oriented environment with a high level of initiative and flexibility
- Excellent problem solving abilities and good judgment
- Experience working with students, faculty and staff and the ability to handle sensitive and confidential information with discretion.
- Excellent analytical and organization skills
- Proven ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes of work.
- Previous experience with financial management and data collection and analysis an asset
- Intermediate level experience with Microsoft Office including Word, Excel and PowerPoint. Intermediate level experience with OnBase, Quest, LEARN and web content management software. Experience with SharePoint an asset

**Nature and Scope**
- **Contacts:** Internal: This position interacts regularly with Associate Deans, Associate Chairs and administrative staff in all academic units in the Faculty of Engineering as well as the University
Graduate Studies and Postdoctoral Affairs Office, Student Awards and Financial Assistance, Student Success Office, Waterloo International, Human Resources, and Finance. The Manager, Graduate Operations, is responsible for developing and maintaining excellent working relationships with all these areas in order to guide, recommend and influence internal processes related to graduate studies.

- **Level of Responsibility:** This position is responsible for the routine execution of the day-to-day administrative operations of the EGSO as well as leading and implementing new initiatives to meet operational goals.

- **Decision-Making Authority:** This position has decision-making authority for all items outlined above. Any non-routine problems would be escalated to the Associate Dean, Graduate Studies.

- **Physical and Sensory Demands:** Minimal demands typical of a senior administrative position with management responsibilities within an office environment. Minimal exposure to disagreeable conditions typical of a supervisory position.

**Working Environment:** Travel: Occasional travel may be required. Working Hours: Regular working hours with occasional evening and weekend work required.