UNIVERSITY OF WATERLOO

Job Title:	Undergraduate Advisor
Department:	Physics & Astronomy
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	December 2019

Primary Purpose

The Undergraduate Advisor is responsible for management and delivery of services designed to enhance, promote and advance Physics and Astronomy's undergraduate programs. The scope of the position encompasses managing the Physics undergraduate program, advising Physics undergraduate students, course scheduling, and supporting Student events and student engagement initiatives.

Key Accountabilities

Program Administration
- Manages a portfolio of student-related functions from orientation to graduation and develops critical administrative systems and processes, updating, refining and streamlining as necessary
- Manages the implementation of departmental and faculty databases
- Central resource for a wide range of UG information pertaining to programs, requirements and university systems and policies
- Ensures continuity when transitioning academic administrators through effective record keeping, training and mentoring
- Advises Curriculum committee on planning and implementing changes to Physics degree requirements and course offerings; Prepares submissions for Science Undergraduate Advisory Council
- Monitors, evaluates, and communicates departmental data; Works with Science Undergraduate Office to provide statistical reporting
- Manages advising calendars for the Undergraduate Officer and departmental advisors
- Monitors deadlines and ensures participation in programs, workshops and competitions
- Develops and executes strategies for promoting courses with low enrollment
- Develops and maintains content for undergraduate web pages
- Provides guidance and administrative support for the Physics Learning Accelerator

Student Support & Advising
- First point of contact and resource for undergraduate students in Physics plans
- Manages and develops systems for receiving and answering all departmental advising inquiries
- Provides confidential advising and assists students in resolving routine problems, schedules meetings for non-routine problems with appropriate plan specialists
- Advises students on plan requirements, strategies for completion, co-op sequencing and policies
- Advises and provides solutions to course scheduling and exam conflicts
- Processes undergraduate forms for students and provides assistance with Quest and LEARN

- Assists students in crisis; issues range from academic concerns to personal difficulties. Immediate action may be required to connect students with university resources or provide practical assistance

Scheduling
- Departmental Calendar representative; updates ACMS
- Independently develops a well distributed course offerings draft and provides recommendations regarding faculty and adjunct teaching assignments
- Collects and summarizes department teaching constrains for the Associate Chair's approval
- Monitors schedule through the registration process and tracks enrolment numbers to identify potential conflicts, low enrolment classes, and resolve problems
- Inputs schedule, constraints and course combinations into the DCU; Notifies scheduling office of changes
- Create listings of all courses and faculty teaching for the academic year
- Ensures midterm and exam timeslots are current, complete and conflict free on SCI exams outlook calendar

Student Events and Engagement Support
- Manages students related event by developing itineraries and schedules, arranging travel logistics and catering, creating promotional materials and managing registration processes
- Provides administrative support to schools participating in the SIN exam from recruitment and promotion to communications, and special request accommodations
- Prepares SIN Shopify reports for Science Computing
- Provides direction and support for undergraduate social clubs; maintains active communication with students and groups using a wide range of communication tools
- Recruits volunteers for events, peer mentorship programs and student representation
- Responds to a wide range of enquiries from prospective students and alumni

Scholarship Competition Coordinator
- Resource for competition deadlines and eligibility criteria; engages faculty members and students in scholarship competitions
- Manages and develops administrative structures for departmental and USRA NSERC competitions, prepares submissions for the Associate Chair
- Manages applications, and recommends students for scholarships/awards; prepares nomination forms
- Maintains listing of awards and recipients; prepares letters for recipients and donors

General Departmental Support
- Books internal rooms for faculty members and students
- Maintains teaching supply cabinet stock
- Collects and stores course exams/midterms, arrange for shredding as per retention standards
- Provides assistance to other administrative staff, as needed
- Other duties as assigned

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
- Undergraduate degree or equivalent combination of experience and education

Experience
- Experience in an academic environment, including sound working knowledge of UW policies and procedures as they relate to undergraduate students is strongly preferred
- 3+ years of experience advising students is required
- Experience scheduling courses in a large department
- Experience with event planning

Knowledge/Skills/Abilities
- Must possess excellent organizational, analytical, and problem solving abilities
- Proven ability to manage multiple priorities with a high level of initiative, flexibility, accuracy and detail with minimum supervision
- Ability to execute duties to completion with tight and often conflicting deadlines
- High degree of initiative in finding solutions to problems when roadblocks are met
- Ability to extract information through electronic resources and to collate data for scheduling and administration purposes
- Ability to manage and handle confidential and sensitive information
- Advanced knowledge of Microsoft Office and Adobe
- Advanced knowledge of the DCU and Quest
- Intermediate knowledge of WCMS, e-valuate preferred

Nature and Scope
- **Contacts:** Internally: communicates with all UG students, staff and faculty. Externally: position requires communications with the Registrar's Office, Science Undergraduate Office, Scheduling, Student Awards, Co-operative Education and Science Computing Office
- **Level of Responsibility:** The position has specialized work with minimal supervision, provides guidance to others and works closely with the Associate Chair and Undergraduate Officer. Coordinates multiple projects that simultaneously to meet competing deadlines. Exercises sound judgment and deals with highly sensitive documents. Ability to anticipate, analyze, strategize, determine priorities, take initiative and have a high degree of time-management skills with the flexibility to adapt to changing priorities
- **Decision-Making Authority:** This position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair or Undergraduate Officer. Position requires proactive problem solving.
- **Physical and Sensory Demands**: Minimal demands typical of an office environment
- **Working Environment:** Minimal exposure to disagreeable conditions.   May deal with students in distress