

Job Description



SG Job Title:	Student Services Assistant
Department:	Arts Undergraduate Office
Reports To:	Administrative Co-ordinator, Arts Undergraduate Studies
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	August 2017

Primary Purpose

The Student Services Assistant (SSA) is one of two positions responsible for providing initial assistance and advice to students seeking academic guidance and has primary responsibility for email, telephone, and in-person inquiries. This is the first point of contact for the office and constitutes approximately 50% of the position. Both of the Student Services Assistants also support the Administrative Co-ordinator. One SSA supports the International Exchange Co-ordinator and the other supports the Student Engagement Officer.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Provides a comprehensive range of administrative support to the Arts Undergraduate Office (AUO) and other members of the department: (50%):

- Responding appropriately to all types of inquiries related to undergraduate advising in person, over the telephone, and via email and making appropriate referrals as necessary;
- Explaining processes and procedures where appropriate;
- Transferring files and paperwork between the AUO and the Registrar's Office;
- Keeping a record of student-related documents delivered to the AUO (e.g., plan modification, internal transfer, petition, illness, Concurrent Degree proposals) and archiving/disposing of documents as appropriate;
- Scheduling student appointments for each academic advisor and maintaining each academic advisor's appointment calendar;
- Maintaining student data in the AUO, including records of student visitors and file transfers. Preparing reports from this data as required by Associate Deans, Administrative Co-ordinator, or other AUO members;
- Collecting and keeping a record of INC Agreement forms submitted by Arts departments, notifying advisors of noticeable trends, following-up with staff in the Registrar's Office as required;
- Ensuring the AUO's two self-service systems are functional;
- Ensuring that all information posted or available for distribution to students, in the AUO, is up-to-date;
- Training new co-op students and other staff members who are responsible for covering reception.

Supports the Arts International Exchange Co-ordinator (IEC), with duties including, but not limited to, the following:

- Acting as the primary Arts contact for Waterloo International and incoming exchange students to assist them with course selection, availability, and enrolment approval processes;
- Monitoring and responding to inquiries made to the artsinternationalexchange@uwaterloo.ca email account, referring specific inquiries or difficult/complex queries to the attention of the IEC;
- Providing general guidance on international exchange issues, assisting students with course equivalent approvals.
- Guiding UWaterloo Arts students through the exchange program application process and the Waterloo Passport system;
- Maintaining Arts exchange program files and databases (e.g., students, partner universities);

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- Updating and maintaining the Arts International Exchange section of the Arts website;
- Scheduling student appointments for the IEC; maintaining the IEC's appointment calendar.

Supports the Student Engagement Officer (SEO), with duties including, but not limited to, the following:

- Organizing first-year student transitional events, including First-Year Course Selection, Orientation, Major Showcase, and Declare Your Major, etc.: booking venues, attending events, responding to inquiries, performing clerical duties;
- Providing support to the SEO's Orientation Advisor role: data collection and organization, clerical duties.
- Organizing the annual Arts Valedictorian process: booking venues, responding to inquiries, managing the application processes;
- Monitoring and responding to inquiries made to the artselpe@uwaterloo.ca email account, referring specific inquiries or difficult/complex queries to the attention of the SEO;
- Updating and maintaining the Arts ELPE database;
- Maintaining the ARTS 101 waitlist;
- Scheduling, preparing, and supporting workshops offered through the Arts student Peer Mentor team.

Supports the Administrative Co-ordinator in a range of activities related to the timely and efficient operation of the AUO. These duties, include, but are not limited to, the following:

- Assisting with the Faculty of Arts' Academic Advisement Templates processes;
- Maintaining lists of academic advisors and undergraduate co-ordinators in the Faculty of Arts, and AUO staff;
- Reviewing, reconciling, and tracking monthly general ledger reports against source documents for the AUO's budgets to ensure completeness and accuracy of transactions; draws concerns and variances to the attention of the AC as appropriate;
- Planning and preparing workshops;
- Updating key communication tools (i.e., website, calendar, handbook);
- Organizing departmental events and other administrative tasks as required.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- High School Diploma with some post-secondary education preferred.

Experience

- Administrative experience, in an academic setting preferred.

Knowledge/Skills/Abilities

- Excellent organizational, analytical, interpersonal, customer service, and communication skills (oral and written) required.
- Aptitude for attention to detail and accuracy are essential.
- Proven capacity to handle high volume and multi-tasking.
- Familiarity with Arts Faculty structures, academic departments and programs, and in particular knowledge of policies and procedures relating to undergraduate students an asset.
- MS Word: Intermediate
- Excel: Intermediate
- Outlook: Intermediate
- PowerPoint: Basic
- Experience using Quest and SharePoint is an asset

Nature and Scope

- **Contacts:** This position requires communication with internal contacts to obtain, clarify, and discuss information, to receive instructions, and to exchange and/or provide simple information. Contact

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groups and individuals include, but are not limited, to:

- All faculty, staff, and undergraduate students within the Faculty of Arts
- Undergraduate students looking to transfer to the Faculty of Arts
- Undergraduate students studying at UWaterloo on exchange
- Registrar's Office, records team
- AUO and Dean of Arts personnel
- Waterloo International
- International exchange reps in other faculties
- Central Stores
- Media.doc
- Finance

Externally, interacts, clarifies, and discusses information with parents, and service providers.

- **Level of Responsibility:** The job has defined specialized or routine tasks and receives specific guidance. Exercises judgement and discretion with regard to confidentiality of information.
- **Decision-Making Authority:** Makes decisions about advice given to students; refers students to others when appropriate. Makes decisions on timelines in regards to daily tasks.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within a shared office environment.
- **Working Environment:** May experience exposure to disagreeable conditions typical of working with people in distress; normal stress and pressure associated with customer service positions. There may occasionally be multiple and/or tight deadlines beyond one's control. Deprivation caused by constant interruptions. Work volume varies at different times of year.