

## Job Description

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<b>Job Title:</b>	Graduate Program Manager
<b>Department:</b>	Physics and Astronomy
<b>Reports To:</b>	Administrative Officer
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	May 2022

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### **Primary Purpose**

The Graduate Program Manager is responsible for management and delivery of services designed to enhance, promote and advance Physics and Astronomy's graduate programs. The scope of the position is to provide leadership and administrative support in the areas of program operation, student funding, recruitment, admissions, academic advising, calendar changes, course scheduling, and student communications. The incumbent conducts research and analysis to inform Department strategy and tactics that will distinguish and clearly position Waterloo Physics and Astronomy graduate studies.

### **Key Accountabilities**

#### **Strategic Management**

- Provides strategic oversight and leadership for the graduate program in Physics & Astronomy, including working with directors and graduate administrators at University of Guelph, IQC and Perimeter Institute
- Provides research analysis to the Associate Chair and Graduate Officer in support of strategic priorities
- Develops critical administrative systems and processes, updating, refining and streamlining as necessary
- Manages and balances the workload between the graduate studies staff; Responsible for onboarding and training the Graduate Studies Coordinator
- Oversees activities of, and serves as consultant on the Physics and Astronomy graduate studies committees
- Manages and develops Graduate Student Exit Survey and key performance indicators to develop retention strategies

#### **Financial Management**

- Manages and allocates graduate funding to all Physics and Astronomy graduate students (faculty funding packages, teaching assistantships and student buy-outs)
- With support from the Financial Officer, ensures that faculty members have the financial resources to accept and support graduate students for the duration of their degree program
- Provides strategic advice to ensure student financial support is effectively used to recruit the best students
- Manages recruitment budgets for internal and external events and visitors
- Remains current on University Policy, procedures and granting agency requirements, attends annual training sessions

- Completes submissions for recruitment-related expenses using the University's online expense system ensuring compliance with all UW financial policies and procedures

### **Recruitment, Admissions and Communications**

- Manages and develops departmental systems for the graduate admissions process
- Prepares offers of admissions for all faculty members related to the Physics and Astronomy program (Perimeter Institute and cross appointments), ensuring all University and Faculty requirements are met and funding packages are correct
- Advises Associate Chair of inadmissible applicants
- Identifies and proposes potential applicants for entrance graduate scholarships
- Handles all departmental correspondence with prospective students, visitors, and applicants; including Visa and immigration enquiries
- Evaluates and assesses enrolment targets, tracks acceptances and enrolment of graduate students
- Plans and represents the department at external graduate student recruitment events, both locally and internationally
- Coordinates internal recruitment events for both bodies of students and faculty
- Coordinates travel/accommodation logistics and detailed meeting schedules for visitors with multiple faculty
- Manages and creates graduate program web content and recruitment print materials

### **Program Administration**

- Provides leadership, sets goals, team agendas and problem solving support for the Graduate program team
- Sets departmental expectations and ensures faculty members are up to date on policies and procedures governing the graduate programs
- Manages a portfolio of student-related functions from orientation to graduation, including, but not limited to, academic advising, student funding packages, petitions, qualifying exams, and dissertation defenses
- Manages the implementation of departmental databases
- Manages, coordinates the operations of graduate academic advising services
- Analyzes and interprets student and program data to provide statistics and reports
- Ensures the Graduate Calendar is up to date and reflects academic standards/requirements and procedures
- Responsible for ensuring accuracy, integrity, and security of Physics & Astronomy graduate student records
- Maintains Graduate handbook, Teaching Assistant Guide and Supervisor Guide
- Manages graduate student course scheduling, inputs into the DCU
- Facilitates graduate course scheduling and exams in coordination with the University of Guelph
- Manages departmental activities that promote student success and alumni engagement
- Serves as liaison with the Physics & Astronomy Graduate Student Association to build student engagement
- Manages the preparation of the department review

## Job Description



*\*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**

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Completion of an undergraduate degree required</li><li>• A combination of equivalent education and/or experience will be considered.</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• 3 years of progressively responsible administrative and financial experience, preferably in an academic setting</li><li>• Experience with and/or a thorough understanding of University of Waterloo graduate student admissions procedures</li><li>• Experience working with University of Waterloo scheduling practices and systems preferred</li><li>• Demonstrated experience meeting multiple and concurrent deadlines and managing small and large-scale projects</li><li>• Experience analyzing and collecting data</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Comprehensive understanding of university policies and procedures as they relate to graduate studies and student finances</li><li>• In depth knowledge of processes associated with admissions to graduate programs at Waterloo</li><li>• Strong commitment to client-centered service and a positive, dynamic, approach in interactions with faculty, students and colleagues</li><li>• Proven ability to manage multiple priorities with a high level of initiative, flexibility, thoroughness, accuracy, and attention to detail</li><li>• 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</li><li>• Proven ability to exercise mature judgment and use common sense to resolve issues</li><li>• Ability to multitask and work with frequent interruptions</li><li>• Excellent analytical and organization skills</li><li>• Proven ability to deal with confidential issues, and to interact professionally and effectively with multiple stakeholders</li><li>• Advanced skill level with Word, Excel, Quest, ONBase and LEARN</li><li>• Intermediate skill level with web content management software and SharePoint</li><li>• Excellent communication skills, both written and oral</li></ul>

### **Nature and Scope**

- **Contacts:** This position interacts regularly with Associate Chairs and administrative staff in the Department of Physics and Astronomy, Institute for Quantum Computing, the Perimeter Institute, and the University of Guelph, the Faculty of Science, as well as the University Graduate Studies and Postdoctoral Affairs Office, Student Awards and Financial Assistance, Student Success Office,

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Waterloo International, Human Resources, and Finance. The Manager 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 has specialized work with minimal supervision. This position requires a high degree of knowledge of University policies and procedures as well as the admission and degree requirements. This position is instrumental in leading and implementing new initiatives to meet operational goals.
- **Decision-Making Authority:** The incumbent must be able to make decisions independently, determine priorities, and will constantly be required to make discretionary judgments. Any issues beyond the scope of the above outlined responsibilities would be escalated to the Department Chair or Director/Associate Chair, Graduate Studies.
- **Physical and Sensory Demands:** Demands typical of an administrative position with management responsibilities within an office environment. Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. Minimal exposure to disagreeable conditions typical of a supervisory position. Must possess mental fortitude and patience in cross-cultural and inter-personal relations.
- **Working Environment:** Some overtime may be required during peak periods. Busy and noisy office environment. This role involves psychological risk resulting from unavoidable exposure to disagreeable situations and deals with people who are upset, frustrated or angry, in crisis, or with people who have mental health concerns. Works with confidential academic information, which may involve personal or health issues requiring sensitivity and tact. Responds to high volume of competing demands and people with varying needs. Provides information or explanations that may not be well received by the recipient. There may be ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation.