

Job Description

Job Title:	University Relations Administrator
Department:	Co-operative and Experiential Education
Reports To:	Director, Student and Faculty Relations
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	March 1, 2017

Primary Purpose

The University Relations Administrator serves as a watchdog and librarian for all CECA/Faculty/uWaterloo policies and practices affecting co-op, and provides analysis and administrative support to the Student and Faculty Relations (SFR) department ensuring the integrity of processes for and documentation of student status, unemployed follow-up, and discipline .

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.

- **Policy Integrity**
- Ensure integrity of CECA policies, practices, decisions regarding student outcomes in the co-op employment process, student status codes, Policy 70 adjudication (university policy and procedures that govern a student’s right to grieve or petition an academic (and/or a co-op) decision, e.g. re: grades, student status in a program or course (including pass/fail) and promotions) other disciplinary issues.
Ensure policy decisions for students are appropriately recorded
- Own the CECA internal process of adjudication for Policy 70 (preparing documentation for disciplinary and progression recommendations that drive from student performance in co-op, coordinating and scheduling adjudicators for disciplinary reviews)
- Ensure communication of disciplinary recommendations/decisions to all stakeholders
- Ensure consistency and communication of CECA/faculty co-op policies and practices, e.g. creditworthiness criteria
- Ensure that student status changes resulting from withdrawals, bump lists and plan modifications are duly recorded and communicated to all relevant audiences (i.e. CECA, Registrar, Undergraduate offices and advisors)
- Facilitates management of unemployed student follow-up processes
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Analytics

- Ensure consistency of production and presentation of CECA employment analytics to Faculty and ASU stakeholders (e.g. collating and formatting regular statistical reports) with Finance and Business Planning

Feedback Process

- With Co-op Student Experience Manager ensure a standardized and actionable student feedback process.

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Required Qualifications

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

Education <ul style="list-style-type: none">• University Undergraduate Degree
Experience <ul style="list-style-type: none">• 5 years employment at uWaterloo, ideally with CECA or the undergraduate office of one or more of the faculties.• Experience in records, documentation, or library management an asset.• Experience in database management, data mining and analysis
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Knowledge of policy documentation and version control• Knowledge of research and survey methods• Well-developed organizational, analytical, customer service, and communication skills (oral and written) are required. Proficiency with Microsoft Office, QUEST, SharePoint, ACMS, WCMS, Infosilem and Outlook.• Proven ability to work independently and as a team member with a high level of initiative in a fast-paced, deadline-driven work environment.• Strong interpersonal skills and the ability to interact in a positive and supportive manner.• Must be able to deal efficiently and empathetically with a wide range of student issues and concerns.• Proven capacity to multi-task and handle a high volume of work with an aptitude for attention to detail and accuracy is essential.

Nature and Scope

Contacts:

The University Relations Administrator receives instructions and provides information to all members of the SFR team. The University Relations Administrator exchanges information with co-workers in the CECA Planning and Financial Management group and other business analysts in CECA. The University Relations Administrator discusses information with co-workers at the Registrar (to provide oversight on transfer of key information about student status), the Secretariat (to ensure integrity of information related to disciplinary policy and or student management), and at faculty undergraduate office (as primary conduit of student and CECA information sharing providing consistency and control).

This role may from time to time interact with outside research or business/market consultants to support analyses conducted for Faculty Relations Manager and ASU Manager.

Level of Responsibility: This role has defined specialized and routine tasks and receives specific guidance on content, particularly in support of the goals of the Faculty Relations Manager and ASU Relations Manager with respect to their faculty clients. The University Relations Administrator provides co-worker support to the Student and Faculty Relations team including on using MS Office tools.

Problem solving

The University Relations Administrator solves problems regarding optimal organization and management of SFR information related to student records, and regarding the form and dissemination of policy and practice information to CECA as may derive from the partnering and employment relations activities of rest of the team.

Decision-Making Authority: The University Relations Administrator makes recommendations based upon policy and guidelines given details of a case to ensure due diligence has been performed) in disciplinary (e.g., Policy 70) cases (final decision would rest with the FRM or ASUM or Director). The University

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Relations Administrator makes decisions and recommendations regarding the production and presentation of CECA data to different faculty and ASU audiences.

- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in minimal fatigue, strain or risk of injury
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The role involves irregular and/or high volumes and multiple and/or tight deadlines beyond one's control (e.g. multi-tasking and supporting multiple internal clients across different faculties and business units, conflicting and multiple timelines/deadlines and high demands for accuracy and completeness as well as cross-referenced consistency).