

Job Description

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| Job Title: | Administrative Coordinator |
| Department: | Combinatorics & Optimization |
| Reports To: | Administrative Manager |
| Jobs Reporting: | 2304 |
| Salary Grade: | USG 5 |
| Effective Date: | March 29, 2016 |

Primary Purpose

This position is responsible for providing administrative and secretarial support for the department undergraduate and research programs.

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.

Provide undergraduate program support, including, but not limited to, the following activities:

- Provide administrative support to the Associate Chair for Undergraduate Studies
- Interpret the academic policies related to the undergraduate program
- Maintain up-to-date teaching evaluation records
- Ensure undergraduate program information is up-to-date on the CO website and in the university calendar
- Schedule undergraduate and graduate courses
- Coordinate and implement the Undergraduate Research Assistantship and Undergraduate Research Internship Summer programs
- Organize Annual Undergraduate Book Prize Award

Course and exam scheduling, including, but not limited to, the following activities:

- Acts as Scheduling Officer scheduling undergraduate and graduate courses
- Monitor course limits and student enrolment
- Maintain internal teaching database and teaching timetable
- Coordinate exam preparation and submission
- Coordinate course evaluation questionnaires

Provide support for faculty research programs, including, but not limited to, the following activities:

- Prepare travel claims and expenditure reimbursement requests for faculty, post doc fellows and graduate students in compliance with University Policy and Tri-Agency Granting requirements.
- Organize department seminars and research colloquia, scheduling and booking rooms, prepare advertisements using Mailman lists, booking and setting up of audio-visual equipment and ordering refreshments when required

Provide support to course instructors, including, but not limited to, the following activities:

- Prepare course documents, including exams, and coordinate printing and distribution of course material
- Coordinate exam preparation and submission
- Download class rosters and submit final grades as required
- Assist instructors with electronic grade submission process
- Book classrooms for course-related activities (e.g. midterms, review sessions) as required
- Order textbooks and desk copies
- Maintain course syllabus collection by term

Provide administrative support for department activities, including, but not limited to, the following:

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- Web Site Manager; co-ordinate maintenance of the department website and provide site manager specific tasks and functionality in Waterloo Content Management System (WCMS) including site-wide content (banners, footers, etc.), managing user access and site permissions, and managing workflow.
- Monitor and order supplies for department
- Department PCard holder. Reconcile monthly PCard expenses
- Room Booking Coordinator
- Field general inquiries from faculty, staff and students; troubleshoot and problem solve as required
- Perform general office duties: mail, fax and copier, organize mailbox arrangements
- Maintain Department Library

Required Qualifications

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

Education

- College Diploma in business communication or equivalent combination of experience and education

Experience

- 3-5 years of administrative experience in an academic environment
- Proven aptitude for attention to detail and the management of multiple demands.
- Demonstrated decision-making skills, including the ability to ask probing questions and anticipate customer needs.
- Ability to exercise good judgment and discretion and work independently with minimal supervision within a fast-paced, deadline driven multi-tasking environment.
- Proven high-quality customer service interactions with faculty, staff and students.
- Demonstrated ability to maintain strict confidentiality. Sound Knowledge of university policies and procedures, particularly in the realm of undergraduate and tri-agency requirements.

Knowledge/Skills/Abilities

- Excellent organizational, analytical, communication and problem solving abilities. Demonstrated ability to handle confidential and sensitive information with discretion. Excellent interpersonal skills to effectively liaise with the campus community, faculty, staff and students. Proven ability to manage multiple priorities with a high level of initiative, flexibility, accuracy and detail with minimum supervision.
- Required to interact on a daily basis with students, faculty members and other departmental staff to provide advice, and resolve issues. Must demonstrate a high level of empathy, resourcefulness and willingness to help others.
- Working knowledge of University of Waterloo policies and procedures and tri-agency requirements.
- Demonstrated experience with web development and management.
- Proficiency with word processing and spreadsheet software, web development tools, Quest, Infosilem DCU scheduling system and LEARN.

Nature and Scope

- **Contacts:** Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: Associate Chair for Undergraduate Studies, Chair of the Department, Administrative Manager, faculty and staff members in the department, Mathematics Undergraduate Office and Mathematics Graduate Office staff, Dean's Office staff, Other Mathematics departments/school staff, Registrar's Office, Co-operative Education and Career Services Office, undergraduate and graduate students, New Media Services (Graphic Services), Central Stores, Bookstore, MFCF, IST, Finance Office, Student Awards & Financial Aid Office, International Student Office, Math C&D and Multimedia Services (Audio-Visual Services).
- **Level of Responsibility:** Job has defined specialized and routine tasks; the incumbent receives specific guidance

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- **Decision-Making Authority:** Decide on task priorities given multiple deadlines and demands on diverse work portfolios that can impact department operation; Uses judgement to discern queries and scenarios in workflow that warrant serious consideration of the Chair, Undergraduate Associate Chair, and Administrative Manager; responds directly to routine queries.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Minimal demands typical of an administrative position within an office environment