Job Description

**Job Title:** Graduate Coordinator  
**Department:** Conrad Business, Entrepreneurship and Technology Centre  
**Reports To:** Administrative Officer  
**Jobs Reporting:** None  
**Salary Grade:** USG 6  
**Effective Date:** September 1, 2011

**Primary Purpose**  
This position is responsible for being the first point of contact for students seeking information and wishing to apply to academic programs offered by the Centre. The Graduate Coordinator processes applications, making sure they are complete, coordinates with the Associate Director MBET program on admission decisions, liaises with the Graduate Studies Office, keeps student records, and provides reception and some secretarial support.

**Key Accountabilities**

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<th>Admissions Processing, including but not limited to:</th>
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<td>• Responding to inquiries pertaining to admissions and program information from prospective graduate students with regard to deadlines and issues relating to requests for admission and financial support</td>
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<td>• Calculating admission averages and ensuring all admission requirements (TOEFL, GPA, complete transcripts, Record of Landing, etc.) are complete for all accepted applicants</td>
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<td>• Notifying and following up with applicants if any vital information is missing</td>
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<td>• Maintaining graduate admission files for all programs offered by the Centre using OnBase (the online admission platform used by the Graduate Studies Office)</td>
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<td>• Providing background research and support to assist in the academic decision-making process for admission to the graduate program</td>
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<td>• Ensuring the correct interpretation of graduate regulations as they apply to Offer Letters and Recommendations</td>
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<td>• Completing recommendations for acceptance, obtain all appropriate signatures and send to GSO so that Letters of Acceptance or Denial can be generated</td>
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<td>• Assisting with the filing, maintenance and clearing of obsolete student records and closed application files as required</td>
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<td>• Maintaining the departmental graduate admissions database to ensure that proper statistics can be provided upon request</td>
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<td>• Prepare and process departmental scholarships. An understanding of rules and regulations of scholarship programs is essential</td>
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<th>Program Administration, including but not limited to:</th>
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<td>• Responding to students’ questions and assisting students in resolving any problems or issues</td>
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<td>• Processing and recording information pertaining to term progress reports and registration</td>
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<td>• Coordinating student peer evaluations; administering the forms electronically, collecting and compiling the results and scheduling discussion opportunities with faculty</td>
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<td>• Verifying enrolment reports and following up with students who are not registered for the term</td>
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<tr>
<td>• Verifying scholarship reports and following up with Graduate Studies on errors or omissions</td>
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- Ordering textbooks and reading packages for courses as required
- Distributing and collecting faculty Course Evaluations each term
- Securing correct course information for all graduate courses each term
- Maintaining and updating entries in the Graduate Calendar
- Ensuring that all course descriptions are submitted, copied and made available to graduate students in a timely fashion before the beginning of classes
- Developing class schedules, taking into account teaching schedules for faculty in their home program, as well as number of hours required for each course
- Collecting and submitting mid-term and final grades
- Distributing, collecting and processing Intent to Graduate forms, ensuring all eligible students meet the submission deadlines
- Coordinating travel arrangements for class trips
- Monitoring student well-being, both personal and academic, and referring students to relevant university resources

Other Duties, including but not limited to:
- Performing registration and program administration duties as relevant for undergraduate courses offered by the Centre
- Coordinating submission of forms for course changes/revisions, and updates to graduate calendar
- Providing general reception services for the Centre
- Liaising between the Centre and other university departments
- Assisting with Orientation week preparation and execution
- Booking CBET facilities for use by outside organizations
- Assisting with the preparation and execution of social functions, including Convocation reception
- Representing CBET at Graduate School fairs and conferences, as required
- Collecting and distributing departmental mail
- Providing support to the Director and other faculty members as required (e.g., word processing, booking audio-visual equipment, photocopying, etc.)
- Purchasing coffee, kitchen and office supplies required for the Centre

*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
- Secondary school diploma; some post-secondary education preferred.

Experience
- 1-3 years’ experience in an office environment

Knowledge/Skills/Abilities
- Thorough knowledge of UWaterloo policies and procedures, and a full understanding of academic programs
- Excellent human relations skills; in particular, an ability to work as part of a team
- Exceptional customer service skills
- Independent judgement in areas of time management, task prioritization and decision-making
- Excellent verbal and written communication skills
- Proven ability to manage a large volume of work, conflicting priorities and deadlines
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- Intermediate computing skills including Word, Excel, PowerPoint, Access and an ability to learn proprietary systems for managing online application and admissions processes.

**Nature and Scope**

- **Contacts**: Internally, makes contact with counterparts and colleagues to present and discuss information and problems. UWaterloo staff in the Graduate Studies Office, Finance, Student Accounts, Procurement Services, Audio-visual, Catering, Bookstore, Scheduling and the International Student Office. Externally, makes contact with vendors, contractors and prospective students. Maintains and cultivates strong relationships with CBET faculty, staff and students, alumni, Advisory Council members, CBET Development Committee members and other stakeholders.
- **Level of Responsibility**: The job has defined specialized or routine tasks and receives specific guidance.
- **Decision-Making Authority**: Makes independent decisions about daily work schedule and priorities. Advises prospective students regarding entrance requirements. Assesses and evaluates all applications deciding if prospective students are qualified to move forward in the admission process.
- **Physical and Sensory Demands**: Minimal demands typical of an administrative position within an office environment.
- **Working Environment**: Regular working hours, some evening/weekend work required. Minimal exposure to disagreeable conditions typical of an administrative position.