WATERLOO | STRATFORD CAMPUS

JOB TITLE: Academic Advisor and Administrative Co-ordinator
REPORTS TO: Administrative Officer
JOBS REPORTING: n/a
DEPARTMENT: Faculty of Arts
LOCATION: Stratford Campus
GRADE: USG 6

PRIMARY PURPOSE:
The Academic Advisor and Administrative Co-ordinator organizes and administers academic services for the academic programs at the Stratford Campus (Bachelor of Global Business and Digital Arts and Master of Digital Experience Innovation), and provides advice and guidance to undergraduate and graduate students (approximately 500 students in 16/17 academic year). The position provides administrative support to the Associate Director, UG Studies, to the Director, and general support to faculty, lecturers, sessionals, and instructional support staff teaching in the programs. The position has a functional reporting accountability to the Director.

KEY ACCOUNTABILITIES:

1. Advises undergraduate students in Bachelor of Global Business and Digital Arts in consultation with the Associate Director, UG as appropriate:
   - Advises students about course selection; tracks approved plan modifications, tracks milestone and certificate completions including internships, CAPM (Certified Associate Project Management) educational hours;
   - Advises students with unusual or complex questions, or with questions about academic content as appropriate; assists with Academic Progression reports and Recommendations to Graduate;
   - Assists with petitions, student grades and academic appeals;
   - Refers students to on-campus resources as appropriate;
   - Consults with advisors in other academic units regarding students of mutual interest;
   - Monitors enrolment reserves, enrolment capacity, and student course override requests for GBDA required courses; develops reserves for specific courses as needed;
   - Enters all undergraduate final grades on Quest;
   - Assists with the preparation of UGAG submissions;
   - Assists instructors with class preparation documents (for example: course outlines, extra handouts, etc.);
   - Coordinates course evaluations with the ACO and the Dean of Arts office;
   - Participates in interviews for and meetings with GBDA LLC (Living Learning Community) peer leaders. Provide guidance on an ongoing basis;
   - Point person for AccessAbility Services at the Stratford campus. Role includes arranging rooms for students needing extra time, liaise with I.T. for appropriate computers and software, correspond with faculty and students to determine needs and location for writing the exam (i.e. Stratford Campus or at UW Exam Centre);
   - Provides administrative support to GBDA Society
### 2. Advises graduate students in Master of Digital Experience Innovation in consultation with Director as appropriate:

- Responsible for student records, and general advising;
- Maintains student files and follows students’ progression through the program;
- Submits marks and milestone completions to the Graduate Studies Office;
- Assists with the preparation GAG submissions;
- Assists instructors with class preparation documents (for example: course outlines, extra handouts, etc.);
- Coordinates course evaluations with the ACO and the Dean of Arts office.

### 3. Serves as the department timetable representative for the UG and G programs:

- Collects and summarizes teaching constraints for Director’s approval; submits the timetable for undergraduate and graduate courses each term in consultation with the Director;
- Determines course reserve and section needs; resolves scheduling issues affecting enrolment;
- Identifies potential course conflicts within the programs, and with other units;
- Reviews final undergraduate course schedule for accuracy;
- Co-ordinates final exam scheduling with the Registrar’s Office each term.

### 4. Responsible for administration of guest speakers and field trips:

- Arranges speaker travel;
- Completes financial forms for speaker reimbursement for review by the Administrative Officer;
- Arranges transportation and provides logistical support for academic field trips in conjunction with Administrative Assistant.

### 5. Responsible for administrative support to the Director:

- Establishes, maintains and oversees effective administrative processes for academic programs consistent with University and Faculty-wide standards and protocols
- Develops and maintains the calendar of administrative activities, including sessional and undergraduate teaching assistantship contracts
- Manages the Director’s calendar; prepares email correspondence and reports as required or at the Director’s request
- Recommends, encourages and facilitates the introduction of new technologies and processes to enhance efficiency and to streamline procedures
- Provides leadership in the regular review and updating of administrative policies and procedures
- Prepares meeting minutes for the Director’s review
- Provides administrative and financial support for Director’s grant-funded research projects (e.g., organizing project meetings, making travel arrangements, submitting expense claims for Director’s review).
POSITION REQUIREMENTS:

Education
- Completed college or university degree; equivalent education and experience will be considered

Experience
- 3 years minimum administrative experience, including scheduling, minute taking and administrative support to the Director
- Experience in student advising in an academic environment
- Experience in budget management and planning
- Experience in event coordination is an asset.

Knowledge/Skills/Abilities
- Excellent computing skills using Microsoft Office, FORE, SharePoint, and web-site maintenance. Experience using OnBase preferred
- Knowledge of UW policies and procedures related to recruitment, admissions and undergraduate and graduate programs
- Excellent communication (oral and written)
- Proven ability to problem-solve; commitment to process improvement
- Ability to apply sound judgment and to handle confidential materials
- Excellent ability to deal with faculty, staff and students with tact and diplomacy
- Ability to work collaboratively with colleagues to accomplish/deliver shared objectives
- Must be self-directed with proven initiative and the ability to work independently in a busy multi-tasking and deadline-oriented environment. Well-developed organizational skills and attention to detail

NATURE & SCOPE

- **INTERPERSONAL SKILLS:** Well-developed interpersonal skills; ability to apply sound judgment and to handle confidential materials. Proven ability to deal with faculty, staff and students with tact and diplomacy. Ability to remain calm and effective in stressful circumstances. Ability to work collaboratively with colleagues to accomplish/deliver shared objectives.
- **LEVEL OF RESPONSIBILITY:** Must be self-directed with proven initiative and the ability to work independently in a busy multi-tasking and deadline-oriented environment. Well-developed organizational skills and attention to detail are required. Superior administrative skills are required, including excellent communication (oral and written). Proven ability to problem-solve; commitment to process improvement. Must have experience in budget management and planning. Experience in event coordination is an asset.
- **PHYSICAL AND SENSORY DEMANDS:** Minimal exposure to disagreeable conditions typical of an administrative position operating within an office environment.
- **WORKING ENVIRONMENT:** Office based with occasional local travel for events and meetings. The UW Stratford campus is a relatively new initiative and will continue to grow over the next few years. The incumbent will be part of a dynamic, forward-looking team and must be open to change and able to adapt to new situations quickly.