

## Job Description

---

<b>Job Title:</b>	Support Services Coordinator
<b>Department:</b>	English Language and Literature
<b>Reports To:</b>	Administrative Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	October 2023

---

### **Primary Purpose**

The Support Services Coordinator provides a range of administrative support functions to the department, its staff, students, and academic officials.

### **Key Accountabilities**

**Provides a range of administrative services to enhance the operation and efficiency of the department, its staff, students, and academic officials including the following duties:**

- Manages beginning of term procedures (e.g., assigning key permits, drop boxes, and lockers, setting up mailboxes, compiling office hour schedule, updating bulletin boards, beginning/end of term memos, undergraduate and graduate email lists, etc.);
- Orders and monitors the department's administrative and teaching supplies within available budget using a P-card;
- Serves as liaison between the department and UW Bookstore/textbook sales representatives, sign out of TA desk copies each term;
- Management of department equipment including sign-out procedures and ensuring equipment is in optimal working condition;
- Arranges meetings, including room bookings, catering, AV support, and others as required;
- Prepares agendas and types meeting minutes for Team and Department meetings;
- Compiles and maintains department and undergraduate/graduate course files, exams, records, and confidential correspondence.

**Provides a variety of services in support of the undergraduate and graduate student experience, including the following duties:**

- Contributes to the smooth administrative functioning of the undergraduate and graduate programs; identifies problems and recommends improvements to the Chair, Administrative Manager, UG/Grad Associate Chair, and UG/Grad Coordinator and Advisor as appropriate;
- Assists the Administrative Manager and UG Coordinator and Advisor with new hire orientation for sessional instructors;
- Collects syllabi each term; responsible for department syllabi archive;
- Communicates Course Perception Survey completion information to instructors each term;
- Informs students regarding course availability, wait lists, prerequisites, etc.;
- Assists the UG Coordinator and Advisor with course waitlists and permission numbers;
- Department Examination Representative; manages all logistics for mid-term, final, and deferred exam scheduling with Scheduling and the Registrar's Office;
- Manages and creates term proctoring schedule, assigns proctoring duties, and processes payment to proctors using the casual pay system;

## Job Description



<ul style="list-style-type: none"><li>• Supports department committees in the management of internal and external scholarship competitions and graduate admissions;</li><li>• Manages completion of all graduate milestones.</li><li>• Arranges and invigilates Second Language Proficiency testing for the department's graduate students;</li><li>• Manages data collection for annual graduate student progress reports;</li><li>• Processes Doctoral thesis completion awards;</li><li>• Assists with expediting, approvals, and distribution of program and administrative forms;</li><li>• Coordination of PhD defences</li></ul>
<ul style="list-style-type: none"><li>• <b>Supports and enhances department communications through the following duties, among others:</b></li><li>• Primary Website Content Manager; edits and updates the department website and reviews accessibility requirements for all postings; analyzes content on the department website and makes recommendations for changes and improvements;</li><li>• Assists with the planning and execution of department, graduate, and undergraduate academic and social events (i.e., Department's Award Ceremony, departmental annual orientation program; Writing in Colour Day, etc.).</li></ul>
<ul style="list-style-type: none"><li>• <b>Provides regular support to the department's administrative management as required including:</b></li><li>• Assists Administrative Manager with hiring and processing of documentation for TAs, RAs, work study students, guests, and visitors.</li><li>• Provides support to departmental committees as required at the request of the committee chairs, Chair, and Administrative Manager;</li><li>• Assists the Administrative Manager in the management of department space; ensures equitable and timely space assignments; assists in maintaining usage reports.</li></ul>

*\*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**

<b>Education</b> <ul style="list-style-type: none"><li>• College Diploma in Office Administration or related discipline. An equivalent combination of education and/or experience will be considered.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Demonstrated administrative experience is required, experience in an academic work environment is preferred.</li><li>• Demonstrated experience taking minutes at meetings is an asset.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Organizational, analytical, interpersonal, customer service and strong communication skills (oral and written) required.</li><li>• Aptitude for attention to detail and accuracy are required.</li><li>• Proven capacity to handle high volume of requests and multi-task.</li><li>• Intermediate skills in MS Word, Excel, PowerPoint and Outlook.</li><li>• Familiarization with Quest, LEARN, SharePoint, WCMS, OnBase, DCU, Concur, Unit4, and Workday.</li></ul>

### **Nature and Scope**

- **Contacts:** Works collaboratively with students, faculty, staff, and external contacts to obtain, clarify and discuss information and to give and receive instructions. Strong communication skills (written and oral) are required including clarity, diplomacy, and tact. Ability to work independently and as part of a team.
- **Level of Responsibility:** This position has specialized work and defined duties and responsibilities and receives direct supervision. Self-initiated, detail-oriented and sound judgement skills required.
- **Decision-Making Authority:** The position requires planning and pro-active problem solving. Provides decision support related to student deferred exam requests, subject to department and Academic Integrity policies and procedures. Complex and non-routine issues involve consultation with the Administrative Manager and/or the Chair.
- **Physical and Sensory Demands:** Typical of an administrative position in an office environment; peak times can include multiple priorities and frequent interruptions.
- **Working Environment:** No travel, regular working hours with occasional weekend or evening work  
Risks (physical and psychological): minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities, and frequent interruptions. Exposure to disagreeable conditions typical of a position involved in student advising, particularly when conveying unwelcome or negative information is necessary.