

Job Description

Job Title:	Support Services Coordinator
Department:	English Language and Literature
Reports To:	Administrative Assistant
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	February 2018

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, etc.);
- Orders and monitors the department's administrative and teaching supplies within available budget using a P-card;
- Assists the Administrative Assistant in the management of department space; ensures equitable and timely space assignments; assists in maintaining usage reports;
- Serves as liaison between the department and UW Bookstore/textbook sales representatives;
- 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, including archiving records and disposal (shredding) as appropriate in accordance with UW policies;
- Assists in the planning and execution of department, graduate, and undergraduate academic and social events.

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 Assistant, UG/Grad Associate Chair, and UG/Grad Coordinator and Advisor as appropriate;
- Assists the Administrative Assistant and UG Coordinator and Advisor with new hire orientation for sessional instructors;
- Manages work term reports collection and marking, posting of UG and Grad course syllabi, preparation of course posters, preparation and distribution of the Arts Course Evaluations;
- Informs students regarding course availability, wait lists, prerequisites, etc;
- Assists the UG Coordinator and Advisor by monitoring the Schedule of Classes, including reserve caps, course enrolments, classroom size vs enrolment total, course time conflicts; assists with course waitlists;

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- Department Examination Representative; manages all logistics for mid-term and final exam scheduling working with the UG Coordinator and Advisor, Scheduling and the Registrar's Office; liaises with exam representatives in other faculties across campus and evaluates their needs to ensure conflict free exam schedules; uses sound judgement to resolve any conflicts;
- Manages and creates term proctoring schedule, assigning proctoring duties to graduate students and external proctors and processes payment to external proctors using the casual pay system; resolves unforeseen and last minute changes using sound judgement;
- Department deferred exam representative who manages a high volume of deferred exam requests per term; advises students and faculty regarding deferred exam issues and process discrepancies as well as eligibility and repercussions of deferred exams; books exam times and rooms in consultation with the professors; communicates student INC status with the Arts Undergraduate Office and Registrar's Office as necessary;
- Prepares and distributes Directed Self Placement forms in Fall and Winter terms and compiles data;
- Supports department committees in the management of internal and external scholarship competitions and graduate admissions;
- Manages all graduate milestones.
- Arranges and invigilates Second Language Proficiency testing for the department's graduate students;
- Manages data collection for annual graduate student progress reports;
- Assists with expediting, approvals, and distribution of program and administrative forms;
- Coordination of PhD defences, including such things as logistics, travel arrangements, etc.;

Supports and enhances department communications through the following duties, among others:

- Primary Website Content Manager responsible for edits and updates to the department website and reviews accessibility requirements for all postings; analyzes content on the department website and makes recommendations for changes and improvements;
- Manages department communications using social media tools such as Facebook, Twitter, LinkedIn, and blogs;
- Manages the department's Award Ceremony, portal and submissions, email, and archive;
- Manages annual Grade 11 Achievement Test Day;
- Manages department annual orientation program;
- Provides support to departmental committees as required at the request of the committee chairs, Chair, and Administrative Assistant;

Provides regular support to the department's administrative management as required including:

- Manages the logistics and financial tracking for annual seminar series and workshop events including all communication with departmental guests, booking travel and accommodation arrangements, and processing of travel expense claims after the visit ensuring University travel policies and procedures are met, in collaboration with the Administrative Assistant; resolves any unforeseen or last minute changes;
- Prepares sessional and TA contracts each term; prepares graduate TA and RA payroll each term;

Required Qualifications

Education

- College Diploma in Office Administration or related discipline. Equivalent combination of education and/or experience will be considered.

Experience

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- Demonstrated administrative experience is required, experience in an academic work environment is preferred.
- Demonstrated experience taking minutes at meetings is an asset

Knowledge/Skills/Abilities

- Organizational, analytical, interpersonal, customer service and strong communication skills (oral and written) required
- Aptitude for attention to detail and accuracy are required
- Proven capacity to handle high volume of requests and multi-task
- Intermediate skills in MS Word, Excel, PowerPoint and Outlook
- Familiarization with Quest, LEARN, SharePoint, WCMS, OnBase, DCU, Concur and Unit4, an asset

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 Assistant 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 opportunities. 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.