Job Description

**Job Title:** Administrative Coordinator – Master’s

**Department:** Dean of Engineering – Graduate Office

**Reports To:** Manager, Graduate Operations

**Jobs Reporting:** None

**Salary Grade:** USG 6

**Effective Date:** February 3, 2018

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**Primary Purpose**
The Administrative Coordinator, Master’s is responsible for supporting the Engineering Graduate Studies Office (EGSO) strategic plan through excellent administrative support. In collaboration with the Associate Dean, Graduate Studies (AD-G), and other EGSO Staff, this position is accountable for ensuring the smooth day-to-day, term-to-term, and year-to-year operation of the faculty’s graduate degree programs. This is done by advising graduate department representatives, faculty, and students on regulatory and procedural matters pertaining to deadlines and policy ensuring that work completed is in accord with the high degree of accuracy required to meet requirements and reflect best practices. In addition, this position works closely with the Faculty of Engineering’s Associate Dean, Teaching to coordinate the ExpecTAtions workshop.

**Key Accountabilities**

### Managing and advising students and staff on MASc thesis submission, approval and acceptance
- Acting as chief administrator for all thesis submissions and acceptances, paperwork and communications, liaising with Graduate Studies and Postdoctoral Affairs (GSPA), and preparing thesis acceptances
- Accountable for submission of all Engineering MASc and MArch student’s theses ensuring that guidelines for committee reader’s representation have been followed
- Working independently to resolve complications associated with thesis submissions and acceptance and seeking the guidance of the Manager, Graduate Operations (MGO), AD-G or GSPA staff when needed
- Expected to clearly and accurately communicate with students and staff regarding regulations and timelines for submission, approval and acceptance process
- Updating procedures as needed to manage a high volume of work and effectively communicate changes to departmental staff

### Coordinating administrative details of the ExpecTAtions workshops facilitated by the Associate Dean, Teaching
- Administrative planning for logistics, as directed by the Associate Dean, Teaching, to develop training sessions for new Teaching Assistants in Engineering including semi-annual face-to-face sessions and online components in Learn
- Communicating with departments and other stakeholders to achieve ExpecTAtions’ program objectives including student registration and recognition
- Overseeing recruitment of faculty and graduate student mentors and managing organization related to their participation
- Managing database as main administrative tool and department interface, working with Engineering Computing in implementing further development as needed
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Records Management and Admissions
- Reviewing and efficiently processing graduate records from students in all departments and archiving relevant documents to EGSO electronic files
- Confirming all records are complete and free of any errors, omissions or inconsistencies and that University/Faculty regulations have been adhered to
- Responsible for critically reviewing and approving applications in OnBase for the high-volume MASc and MEng programs, among others, and providing backup admissions coverage during busy periods and absences
- Managing the Program Extension Request process, including using data extracts to determine which students are beyond limits, and under the guidance of the AD-G, will monitor extension request approvals
- Processing of Accelerated Master’s applications including financial top-up for NSERC USRA students
- Working independently to resolve complications associated with records and admissions, seeking the guidance of the MGO, AD-G or GSPA staff when needed
- Clearly communicating with the AD-G, MGO, Department Coordinators, Associate Chairs, and GSPA regarding best practices, deadlines, and when reviewing exceptional records and admissions cases
- Assists other EGSO staff to support strategic recruitment and admissions initiatives and attends the Engineering Recruitment Working Group meetings
- Recommending improvement with in EGSO, for departments, or to GSPA and, in consultation with the AD-G and MGO, implementing new policies and procedures to improve efficiency

Providing support to the Engineering Graduate Studies Office
- Contributing to the regular EGSO & Department Coordinator’s meetings and attending the GSPA Faculty Admins meeting when relevant and/or in place of the MGO.
- Updating the EGSO vacation coverage documents when changes occur.
- Assisting the AD-G and other EGSO staff on strategic initiatives to improve operations
- Maintaining the Engineering Graduate Studies webpages for ‘Current Students’ and information for departmental staff including Master’s program information, Faculty deadlines etc.
- Providing assistance to the AD-G and EGSO staff by covering for vacations and absences when needed
- Compiling and collecting data as needed by the AD-G and the EGSO

Required Qualifications

Education
- Bachelor’s degree or equivalent education and experience

Experience
- 1-3 years’ experience in a university setting building relationships with a variety of stakeholders and balancing conflicting demands and priorities
- Experience working with students, faculty and staff and the ability to handle sensitive and confidential information with discretion
- Experience as a student or staff advisor an asset

Knowledge/Skills/Abilities
- Proven ability to succeed in a detail-oriented environment with a high level of initiative and flexibility
- Good working knowledge of graduate policies and procedures including admissions and records processes an asset
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- Intermediate level experience with Microsoft Office including Word, Excel and PowerPoint, as well as OnBase, Quest, SharePoint and web content management software (WCMS)
- Good judgment as well as strong analytical and organization skills are needed to be successful in this role
- Proven ability to work independently with minimal direction and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes
- A high degree of independent problem solving is required for this position
- Strong written and verbal communication skills are required

Nature and Scope

- **Contacts:** This position interacts regularly with Associate Deans, Associate Chairs and administrative staff in all academic units in the Faculty of Engineering as well as University Graduate and Postdoctoral Affairs and other central offices. This position is responsible for developing and maintaining excellent working relationships with all these areas to fulfill the primary purpose of the position.

- **Level of Responsibility:** This position is responsible for the routine execution of the day-to-day administrative operations of the EGSO as well as assisting on new initiatives to meet strategic goals as outlined above in collaboration with the Associate Dean, Graduate Studies, the Associate Dean, Teaching (for ExpecTAtions,) the Manager of Graduate Operations, and other EGSO and ENG staff. This position is expected to report any unusual issues to the Manager of Graduate Operations who may refer the issue to the Associate Dean, Graduate Studies for action or resolution. This position also provides coverage for vacation and other absences for EGSO staff. This position should obtain the knowledge to suitably assist in maintaining office operations should an EGSO office member be absent.

- **Decision-Making Authority:** Responsible for ensuring information maintained accurately with respect to University policies, EGSO best practices, including MASc Thesis Submission guidelines. Independently solves problems related to logistics of program administration. Identifies and refers matters and issues outside of scope of the position or related to exceptions to the Manager of Graduate Operations.

- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.

- **Working Environment:** Working Hours: Regular working hours with occasional evening and weekend work may be required. Risks-Physical and Psychological: Minimal exposure to disagreeable conditions. Some exposure to stress and pressure typical of administrative-type responsibilities.