**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Departmental Coordinator

**Job Number:** A-139

**NOC:** 1221

**Band:** 8

**Department:** Psychology

**Supervisor Title:** Chair, Psychology

**Last Reviewed:** November 26, 2019

**Job Purpose**

Works closely with the Chair and Associate Chairs of the Psychology Department, assumes responsibility for all academic advising and enrollment management for both Peterborough and Durham-GTA; provides enrollment and course demand information to assist in long-range planning. Is involved in planning, developing, and implementing an expanded program in Durham-GTA, including enhanced student and faculty support programs.

**Key Activities**

1. Is responsible for all Psychology academic advising at both campuses (approximately 1500 majors and joint-majors). Reviews student records and provides advice about Psychology and University requirements; provides advice regarding experiential learning opportunities, practicum courses, reading courses, and graduate school. Develops and edits relevant literature including the student handbook and manages the department webpage. Handles all internal and external Departmental academic queries.
2. Is responsible for determining acceptance into all courses, including those with special requirement (e.g., reading courses, practicum, Honours thesis, community-placement courses). Oversees course cap limits. Liaises with Registrar’s Office and other programs (e.g., Nursing, Education) on enrollment issues.
3. Assists the Associate Chair – Undergraduates Studies, with the evaluation of transfer credits and prerequisite waiver requests and maintains the course equivalency data base. Manages and maintains a database of waiver requests. Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Chair in program planning.
4. Advises and assists TUFA and CUPE faculty in Departmental procedures and policies (e.g., student registration forms, timetable changes; optical exam scanning). Manages the Departmental policy file (records of motions, rules, and regulations). Attends Departmental meetings, is a member of the Curriculum Committee, and participate in internal and external recruitment efforts.
5. Assists the Chair in preparing the staffing forecasts, timetabling, and scheduling. Polls and compiles TUFA requests for preferred course offerings. Liaises with the Registrar Office scheduling and timetable requirements. Assists in requesting classroom infrastructure requirements.
6. Works closely with the Chair and Associate Chairs in building and promoting the Psychology program on both campuses, , including preparation of course demand and enrollment forecasts.

**Education**

Master’s Degree in Psychology or related field.

**Experience Required**

1. A minimum of 2 years of administrative experience preferably in academic environments.
2. Excellent computer-application knowledge (including word processing, spreadsheets, databases, and web, Sharepoint, MS Teams).
3. Excellent interpersonal and diplomatic skills; excellent communication skills, both oral and written.
4. Demonstrated ability to maintain confidentiality.
5. Demonstrated organization skills, self-directed and independent problem-solving and work experience.
6. Experience in student advising and psychology-curriculum knowledge would be an asset.

**Communication**

Internal:

* Undergraduate Students - including transfer, TIP, LOP as well as students planning to further academic career.
* Office of the Registrar - work closely in all areas of registration, pre-registration, course limits, course prerequisites and curriculum changes.
* College Offices - Ongoing collaboration in the interest of student’s success.
* Faculty - Consultation on various student issues, academic records, assessment.
* Various Departments - Advise regarding procedures and information published/made available. Use Colleague knowledge and experience to evaluate and provide input on various software interfaces and tools.

External:

* Prospective students and parents - acts as a resource in recruitment efforts (e.g., Ontario University Fair, Open House).
* Educational Community - Liaise with High School, Colleges, and other Universities.
* Durham and Peterborough community – assists in student community placements

**Motor/ Sensory Skills**

Motor Skills:

* Fine Motor Skills - Data entry via keyboard, mouse, scanner, digitizer
* Dexterity - precision in manipulating electronic mark reader equipment

Sensory Skills:

* Hearing - Responding to student and faculty queries
* Sight - Reading various reporting data, (e.g. Colleague generated reports)

**Effort**

Mental:

* Multiple competing demands, deadlines - Registrar’s deadline
* Sustained concentration - Compiling data, determining waitlist eligibility and individual priority/standing. Student queue - ups at various academic deadlines, frequent interruptions.
* Long periods of visual attention and sustained concentration - Input and verify accuracy and completeness of various academic data, compiling information from various media into database with frequent interrupts.
* Ability to self-regulate under stressful and demanding circumstances.
* Ability to seek assistance and direction as needed

**Working Conditions**

Psychological:

* Complaints - From students with regard to waitlist standing, course offerings, prerequisite requirements.
* Multiple competing demands - Strict academic deadlines difficult to meet in large departments, nature of the work results in unavoidable busy periods.
* Interruptions - Student support and academic advising required by students, often in crisis, who may phone, drop in or wait to be seen without appointment, interrupting planned schedule.
* Confidentiality - Working with sensitive academic information, which may involve personal or health issues requiring sensitivity and tact.