#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Postgraduate Certificates Coordinator

**Job Number:** A-507 | VIP: 2021

**Band:** OPSEU-8

**Department:**  Office of the Dean, Trent University Durham

**Supervisor Title:** Manager, Trent University Durham Dean's Office

**Last Reviewed:** August 9, 2024

#### **Job Purpose:**

Reporting to the Manager, Trent University Durham Dean's Office, the Postgraduate Certificates (PGC) Coordinator is the first point of contact for students enrolled in PGCs on the Durham campus. This position performs a variety of administrative tasks, analysis, and front-line reception related to the operation of the Durham PGC programs, especially student course registration. This position also performs a wide range of tasks related to the coordination of all PGCs across the Durham campus. Tasks include communicating with Departments and Programs to coordinate course offerings, and liaise with Departments and Programs, Admissions, the Registrar’s Office, Trent International, and other units, to ensure efficiencies and streamlined processes.

#### Key Activities:

##### Advisory Responsibilities

* Assisting new and returning PGC students with course selection each term, using the self-service course registration system, creating a conflict free timetable and meeting registration deadlines.
* Advises students on academic policies and procedures, including changing campuses or changing certificates. Advises students on options for stacking certificates.
* Run pre-requisite waivers for new and returning PGC Durham students each term.
* Meets with individual students in person or remotely, to support course registration. Coordinates in person or remote group meetings to assist with course registration.
* Liaise with relevant departments and programs on the Peterborough campus around consistent messaging across the two campuses for students in the same post-graduate certificates.
* Tracks PGC students across terms; checks academic summaries, and reviews summer leave of absence requests.
* Reminds students about academic deadlines (i.e. drop deadline), applying to graduate or adding a second certificate. Forward petitions to academic advising as needed.

##### Student Support

* Acts as first point of contact for PGC students on the Durham campus.
* Manages durcerts@trentu.ca email account by monitoring and responding to requests or forwarding to appropriate department.
* Communicate with new students prior to arrival in Durham to assist with orientation to Trent Durham and other student services.
* Liaises with Trent’s Registrar’s Office regarding policy and procedural matters, scheduling, student records, and communicates confidential information with respect to PGC students.
* Works closely with Trent International and Student Affairs to provide consistent messaging around orientation and arrival, and government regulations.
* Inform students of services that are available at Trent Durham campus (i.e. Academic Skills, Careerspace).
* Liaise with off-campus housing and Durham residence to support PGC students.
* Monitors and updates Durham PGC webpages.
* Writes and distributes program newsletters to Durham PGC students.
* Writes and distributes beginning of term email to faculty members for PGC courses.
* Collaborate with academic departmental staff to support PGC faculty and with mid-term and final exam invigilation.

##### Additional Responsibilities

* Maintains database of all PGCs across both campuses, including Department contacts (ADMN, ECON, MATH, COMM, PLCW, COIS etc.) and the list of courses required per term.
* Updates PGC Staff Handbook.
* Works with the Department reps and Scheduling team around PGC scheduling, timetable blocks and enrolment management across both campuses.
* Assists the Departments with academic calendar copy updates for the PGCs.
* Liaises with Registrar’s Office and Admissions Office around rules and regulations for PGC students.
* Works with Departments around projected enrolments and number of course sections required.
* Liaises with Finance around PGC tuition fees.
* Liaises with Trent International regarding changing regulations (study permit, work permit, PGWP, online studying etc.) and how this will impact PGCs. Shares new information with Department reps.
* Coordinates meetings with the PGC working group as needed (Dept. reps, Registrar, Admissions, International etc.).
* Shares convocation instructions with PGC students, including deadlines for application to graduate and for ceremony registration. Shares convocation procedure and instructions to ensure timely arrival and successful participation in convocation by PGC students.
* Represent the University at various institutional events including, but not limited to, Open House, Ontario University Fair, Orientation Week etc.
* Maintains a high level of professionalism when working with students, campus staff or external contacts to the University and acts as an ambassador for Trent University.

#### Education Required:

* Honours Degree (4 year) in relevant field such as Business Administration.

#### Experience/Qualifications Required:

* Two (2) years of administrative experience with preference given to experience in an academic environment.
* Proficiency in the use of Microsoft Office, IRIS, Colleague and the ability to adapt to emerging technologies and new software.
* Excellent interpersonal skills, tact and diplomacy.
* Excellent English, oral and professional written communication skills.
* Demonstrated time management skills with the ability to work accurately and effectively in stressful conditions with multiple demands, competing and/or tight deadlines, frequent interruptions, and changing priorities.
* Excellent organizational skills and problem-solving skills with strong attention to detail.
* Maturity, good judgement, and the ability to maintain confidentiality.
* Self-starter with ability to work independently as well as part of a team.
* Able to be flexible with working hours during peak time (start of each term). Access to a transport for occasional travel to Peterborough.
* This is an in-person position.

#### Supervision:

* Direct Responsibility:
  + Student Employees – TWSP Office Assistant – hiring, training and orientation, assignment of tasks, attendance, payroll/timesheet processes

**Job Evaluation Factors:**

##### Communication

Internal

* Students – respond to questions ranging from course selection, dropping a course etc.
* Mostly international students so often have to repeat instructions or explain in a different way
* Trent International Program – consults regarding registration for international students and regulations around study permits and work permits
* Admissions & Recruitment – share and obtain relevant information concerning Open House events, prospective students
* Consistent messaging is vital

External

* General Public – answers questions, refer to appropriate professors
* Parents/Future Students – provide general information regarding programs, as required

##### Motor/ Sensory Skills

* Fine Motor Skills/Dexterity – keyboarding, data entry, accuracy very important, speed important, ability to jump from task to task due to competing priorities
* Hearing and touch – responding to student, and faculty queries, computer use, responding to telephone and people in the office
* Sight – computer use, reading various reports and data, different computer software, multiple screens

##### Effort

Mental

* Multiple competing demands and deadlines, changing and conflicting priorities
* Long periods of visual attention and sustained concentration required – could spend full day with half hour student appointments and need to provide same focus and attention to each student even though content is repetitive
* Inputting, proofreading to verify accuracy, compiling information from various sources, reviewing academic summaries
* Frequent interruptions
* Attention to detail and accuracy very important
* Ability to work under pressure

Physical

* Long periods of sitting at desk on computer keyboarding or meeting with individuals
* Some standing at open houses/fairs
* Visual attention and concentration
* Pressure to meet deadlines

##### Working Conditions

Physical

* Neck, back and eye strain – sitting for extended periods, extensive computer use
* Occasional travel to the Peterborough campus
* Fatigue, frequent interruptions, multiple priorities

Psychological

* Student complaints i.e. did not get their preferred course section
* Multiple competing demands
* Time sensitive deadlines
* Disgruntled and angry students, parents, or faculty
* Frequent interruptions, fast paced job
* Confidentiality - working with sensitive student information
* Repetition, one term over, next term starts with no down time