#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Academic Coordinator  **Job Number:** SO-414 | 1277

**NOC:** 1241

**Band:** 8

**Department:** Applied Modelling and Quantitative Methods

**Supervisor:** Graduate Program Director (AMOD)

**Last Reviewed:** April 20, 2021

#### Job Purpose:

Reporting to the Graduate Program Director of the Applied Modelling & Quantitative Methods (AMOD) graduate program, assumes responsibility for all academic advising, student liaison and governance, enrollment and student program orientation. Responsible for the AMOD course timetable, course registration, and instructor postings. Responsible for the co-ordination of M.Sc. thesis defences for the program. Provides support to the Director regarding accreditation document preparation, program evaluation, policy development, and program improvement.

#### Key Activities

**Admission Responsibilities**

1. Responsible for managing all applications to the AMOD graduate program (both thesis based and professional course based).
2. Supports Faculty with admission decisions, including possible supervisory research suitability and university admittance.
3. Coordinates funding levels, student stipends, faculty research assistantships, graduate teaching assistantships and scholarships for the program.
4. Responsible for departmental recommendations for admission decisions to the School of Graduate Studies.

**Advisory Responsibilities**

1. Responsible for providing support to graduate students in their understanding of academic regulations, policies and program degree requirements.
2. Reviews student records and provides advice to students about AMOD and University degree requirements. Advising may be accomplished through phone, email, or in person appointments.
3. Manages communication to perspective students.
4. Advises the AMOD Demonstrator (and other relevant program staff members) about ongoing issues and concerns relevant to their duties for the program
5. Liaises with student services on campus.
6. Interprets academic policies and procedures to graduate students.
7. Helps perspective International students through the application process as well as providing post-acceptance guidance.
8. Advises Graduate Program Director of any emerging student issues where there are student concerns or complaints, or potential conflicts.
9. Answers questions, responds to complaints, advises students and faculty of potential courses of action, addresses concerns, provides program and university information by interpreting policy and regulations.
10. Acts as an effective representative and spokesperson for the program.
11. Works in conjunction with the School of Graduate Studies to identify and support effective liaison strategies for recruitment.
12. Provides advice and leadership by recommending changes and improvements to existing program policy, protocols and procedures with a view to ensuring maximum program efficiency and client satisfaction.
13. Coordinates Department participation in Open Houses and graduate recruitment events as requested.
14. Maintains standards of policies and best practices to ensure the academic and administrative integrity of the program.

**Student Support**

1. Orients new graduate students, both by organizing orientation sessions and individually as necessary.
2. Responsible for student registration in the program, including monitoring enrolment and leaves of absences.
3. Liaises with the School of Graduate Studies on enrollment issues.
4. Coordinates registration process for graduate students in program, including funding forms, annual progress reports, change of status.
5. Monitors times to completion for graduate students, supporting students who require extension requests.
6. Tracking graduate student information, including structure of supervisory committees, entry of data into student information system.
7. Maintains students’ confidential files and academic records. Provides administrative services to graduate students including their email accounts, requesting keys, LTD authorization, mailbox, arranging for office space, obtaining library privileges and administering their overhead budget accounts.
8. Coordinates thesis defense, liaises with candidates, their supervisor, committee members and external examiner to set date and time for defenses. Coordinates video-conferencing (if applicable) ensuring final steps of degree completion. Arranges travel, accommodation, and reimbursements for the external examiner.
9. Monitors outstanding and incomplete grades.
10. Liaises with a variety of Trent departments such as Registrar’s Office, Trent International, Careers, and Student Accessibility, Office of the Deans – Arts and Science, Human Resources.

**Enrollment Management and Planning**

1. Oversee the hiring process of CUPE 2 staff and ensure compliance with the Collective Agreement. Responsible for tracking and confirming salary amounts, approving weekly timesheets, and ensuring payroll related activities are accurate and completed for CUPE 2 hires (working directly with HR and Payroll).
2. Assists the Graduate Program Director in preparing the staffing forecasts, timetabling, and scheduling.
3. Liaises with the School of Graduate Studies and Office of the Registrar around scheduling and timetable requirements.
4. Assists the Graduate Program Director on program budgeting and accounts, including CUPE budget.
5. Manages and makes all purchases for the program.
6. Advises director of program capital needs and provides him/her with annual projected budget.
7. Reviews course syllabuses prior to Graduate Program Director’s approval.
8. Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Director in program planning.

**Other Administrative Responsibilities**

1. Liaises closely with the AMOD Demonstrator (and other relevant program staff members) to provide consistent and seamless support for students and faculty connected to the program
2. Hires, supervises, and disciplines student employees, as appropriate.
3. Develops and applies for funding through Trent University Work Study Program TWSP program; participates in selection of candidates for TWSP office assistants; assigns and supervises the work of TWSP office assistants.
4. Coordinates AMOD program submission of major and minor program changes to Graduate Studies Committee.
5. Coordinates annual changes to AMOD section of the graduate academic calendar.
6. Maintains the graduate website including design and creation as required.
7. Assists with development of new program and policy initiatives and preparation for external reviews.
8. Provides support for program committee meetings, including scheduling, taking minutes and dissemination of the minutes.
9. Coordinates AMOD graduate faculty appointment applications. Maintains files of Graduate, Adjunct and Special Graduate faculty.
10. Liaises closely with the other Graduate Academic Administrators to provide consistent and seamless support.
11. Undertakes other office duties and tasks as requested by the Graduate Program Director.

#### Education

University Degree (Honours).

#### Experience Required

1. A minimum of 3-5 years of graduate administrative experience in academic environments.
2. Excellent computer-application knowledge (including word processing, spreadsheets, databases, and web) as these relate to the academic environment.
3. Excellent interpersonal and diplomatic skills; excellent communication skills, both oral and written.
4. One year experience using Trent-specific software: IRIS, Colleague/Ellucian, HRIS System VIP, Laserfiche, DCU, myTrent remote access and Virtual Private networking.
5. Experience with AODA compliant document creation.
6. Experience working in a confidential environment requiring tact and diplomacy.
7. Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faced work environment.
8. Website training or experience in design, development, and/or maintenance an asset.
9. Experience in student advising including international students and graduate curriculum knowledge would be an asset.

#### Job Evaluation Factors

**Analytical Reasoning**

High level of analytical reasoning e.g., assessing students issues and creating supports, contributing to the advancement of program policies.

**Responsibility for the Work of Others**

Direct Responsibility

* TWSP Student(s)

**Communication**

Internal:

* Graduate Students – both international, domestic, thesis-based and professional program students on matters relating anywhere from their practicum choices, to personal issues and academics.
* School of Graduate Studies - work closely in all areas of registration, pre-registration, course limits, financial, and scholarships
* Trent International Office – coordinating around the needs of International students. - Ongoing collaboration in the interest of student’s success.
* Information Technology (IT)
* Faculty - Consultation on various student issues, academic records, assessment.
* Various Departments - Advise regarding procedures and information published/made available.

External:

* Potential Graduate Student Applicants, to assist in recruitment activities and promotion.

**Motor/ Sensory Skills**

Motor Skills:

* Fine Motor Skills - Data entry via keyboard, mouse, scanner.

Sensory Skills:

* Hearing - Responding to student and faculty queries
* Sight - Reading various reporting data, i.e. Colleague generated reports as well as faxed, email and CRT/LED display

**Effort**

Mental:

* Multiple competing demands, deadlines – Graduate Studies deadline
* Sustained concentration - Compiling data, managing admissions.
* 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.

Physical:

* Sitting - Daily activities primarily occur at the desk or computer station and often resulting in long periods of writing/keyboarding.

**Working Conditions**

Psychological:

* Complaints - From students about admission 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.