

Job Description



Job Title:	Administrative Coordinator
Department:	Pure Math
Reports To:	Administrative Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	February 1, 2024

Primary Purpose

This position is responsible for providing administrative support for the department, the undergraduate, and research programs.

Key Accountabilities

Provide support to course instructors, including, but not limited to, the following activities:

- Develop and maintain course web pages as required
- Trouble-shoot timetabling issues including instructor requirements and classroom inadequacies
- Book rooms for course-related activities (e.g. midterms, review sessions) as required

Coordinate course and exam scheduling, including, but not limited to, the following activities:

- Schedule undergraduate and graduate courses
- Monitor course limits and student enrolment
- Maintain a teaching database and internal teaching timetable
- Coordinate exam preparation and submission
- Coordinate course evaluation questionnaires

Provide support to researchers, including, but not limited to, the following activities:

- Coordinate the scheduling, room booking and advertising of departmental seminars and colloquia
- Organize department seminars, undergraduate awards tea and research colloquia, scheduling and booking rooms, prepare seminar notices using Mailman lists, book and set up of audio-visual equipment and order refreshments when required
- Prepare letters and arrange accommodations/ground transportation for short-term visitors and provide them with the code for the 6th floor visitor space
- Maintain database of NSERC HQP permission forms
- Prepare travel claims and expenditure reimbursement requests for faculty, postdoctoral fellows, graduate students and visitors in compliance with university policy and Tri-Agency granting requirements

Provide undergraduate program support, including, but not limited to, the following activities:

- Provide administrative support to the Associate Chair for Undergraduate Studies and Undergraduate Committee
- Interpret the academic policies related to the undergraduate program
- Maintain up-to-date teaching evaluation records
- Ensure undergraduate program information is up-to-date PM website and, in the university, calendar
- Advise students on routine matters; redirect complex issues to Associate Chair
- Coordinate and implement the NSERC USRA and Math Research MURA programs including arranging payment of successful candidates.
- Coordinate the Mitacs Globalink, and IVGS applications and appointment letters when required

Provide administrative support, including, but not limited to, the following activities:

- Triage, prioritize and respond to general inquiries from faculty, staff and students (in-person, email); troubleshoot and problem solve as required
- Room booking coordinator
- Monitor and order supplies for department using department purchasing card (PCard) and reconcile monthly expenses

Job Description

- Web Site Manager; co-ordinate maintenance of the department website and provide site manager specific tasks and functionality in Waterloo Content Management System (WCMS) including sitewide content (banners, footers, etc.), managing user access and site permissions, and managing workflow
- Maintain departmental protoboards directories
- Assist in planning and delivery of department events and conferences
- Perform general office duties: mail, printer and copier, and organize mailbox arrangements
- Other duties as assigned from time to time by the administrative manager

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate degree or equivalent combination of education and experience will be considered.

Experience

- Several years of administrative/customer service experience in an academic environment preferred.
- Proven aptitude for attention to detail and the management of multiple demands.
- Ability to exercise good judgment and discretion and work independently with minimal supervision within a fast-paced, deadline driven multi-tasking environment.
- Sound Knowledge of university policies and procedures, particularly in the realm of undergraduate and tri-agency requirements.
- Knowledge of financial and payroll policies and procedures

Knowledge/Skills/Abilities

- Client Service; ability to respond to customer need in a timely, professional, and courteous manner to resolve issues; ability to effectively communicate service standards to client satisfaction; demonstrates a high level of empathy, resourcefulness and willingness to help others.
- Teamwork and Relationship Building; ability to proactively find collaborative solutions to problems that avoids conflict; excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts.
- Communication; demonstrated ability to handle confidential and sensitive information with discretion; proven business-appropriate oral and written communications skills with the ability to use a wide range of medium to communicate information (e.g., notice, memo, meetings, electronic mail).
- Managing Change; ability to be flexible and adapt to change; ability to champion change efforts and use technological solutions to improve processes and communication.
- Problem Solving; excellent organizational skills, analytical, and problem-solving abilities; proven ability to manage multiple priorities with a high level of initiative, flexibility, accuracy and detail; demonstrative decision-making skills, including the ability to ask probing questions to determine customer needs.
- Intermediate computer skills and knowledge of software applications used in an office setting, including MS Office, web content management software, knowledge of Infosilem, Concur, Workday, LaTeX or willingness to learn.
- Previous experience working in a shared email account would be an asset

Nature and Scope

- **Contacts:** i.e. internal/external contacts, the nature of interactions
- **Level of Responsibility:** i.e. staff management, influence, leadership, coaching, direction
- **Decision-Making Authority:** i.e. types of decisions made/problems solved, escalation point
- **Physical and Sensory Demands:** i.e. distractions, attention to detail, lifting, carrying
- **Working Environment:** i.e. office based, laboratory, travel, deadlines, disruption to personal life, exposure to disagreeable situations