

Job Description



Job Title:	Program Operations & Exam Coordinator
Department:	School of Accounting and Finance
Reports To:	Manager, Undergraduate and Scheduling
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	May 2026

Primary Purpose

The Program Operations and Exam Coordinator's primary responsibilities include pay administration for the School of Accounting and Finance (SAF) for casual employees; administration of all SAF midterm and final exams; and assisting with the day-to-day responsibilities of the SAF Program Office. The Coordinator provides a high level of customer service to both internal and external stakeholders and applies their thorough knowledge of payroll related legislation, University policies related to HR, graduate and undergraduate programming, and SAF processes and procedures to ensure payroll and exams are administered in a compliant, accurate, and timely fashion. Due to the nature of the role, the Coordinator will encounter confidential information and situations that will require sound judgement, tact and discretion.

Key Accountabilities

Payroll Administration

- Manages the hiring, data entry and reporting for 400+ casual/coop student payroll positions in compliance with Human Resources guidelines and deadlines each term.
- Reviews pay related submissions for completeness, accuracy and compliance with University policies, and SAF procedures.
- Processes bi-weekly casual payroll for graduate students, proctors, markers, fellowship students, research and course assistants.
- Produces and analyzes Workday and other system reports and employs exceptional trouble shooting, critical thinking and data analysis skills.
- Supports Workday HR System onboarding for new hires and trains on UW HR procedures.
- Organizes, maintains, and files documentation related to the payroll function for audit purposes.
- Deals with sensitive data or personal information in a confidential and professional manner, using sound judgement to escalate matters to SAF management or HR as needed.
- Ensures compliance with the Employment Standard Act (ESA).

Financial Administration and Reporting

- Generates payroll and hiring reports and reconcile for budgeting purposes.
- Produces off-cycle payments or adjustments as required.
- Monitors and maintains SAF inventory of office, exam and program supplies, keeping within budget limitations.
- Initiates purchases for office supplies and program support items using PCard or purchase requisitions and maintain supporting documentation.
- Adheres to all Finance-related policies regarding procurement and payments.
- Reconciles P-Card transactions to statements on a monthly basis and maintain supporting documentation for internal audit purposes.

Communications with internal and external stakeholders

- Responds to inquiries related to hiring, administration and exam support matters from internal and external stakeholders in a timely fashion.
- Performs research where necessary to provide an accurate answer.
- Maintains current understanding of University policy, procedural, and administrative requirements related to payroll, procurement and exam administration, communicates these requirements to all stakeholders to ensure compliant and consistent transaction processing.
- Provides functional assistance with regard to Workday Payroll self-service features.

Exam Administration

- Manage the administration of all SAF midterms and final exams for 20-35 courses each term, adhering to all University of Waterloo exam policies and procedures.
- Co-manages assigned seating plans for all SAF exams to confirm room resources are sufficient for class sizes.
- Arranges and leads proctor meetings with faculty members prior to each exam.
- Acts as SAF liaison for the AccessAbility Services Office to administer all exam accommodations.
- Maintains a close working relationship with the Registrar's Office and W Print to ensure exams are printed and delivered accurately and timely
- Ensures timely and professional communication to Faculty members, proctors and relevant staff about exam details.
- Coordinates with W Print on exam scanning and authorizes the delivery/quality control of final exam papers at the secure exam locations.
- Ensures the secure handling of exam materials and storage.
- Responsible for supervising all SAF proctors - recruits, hires, trains and schedules proctors to administer exams using assigned seating.
- Manages proctor relationships, addresses attendance issues and ensure exam proctor coverage.
- Resolves all proctor-related issues including conduct and professional behavior.
- Manages the proctor payroll process.

Administrative and Operational Support

Back up and assist with the following duties:

- Customer service support and general assistance to all internal and external enquiries.
- Common duties pertaining to ordering supplies, booking rooms and maintaining AV equipment.
- Manages facilities issues for building and classrooms, reporting to Plant Operations and preparing work orders, including repairs of furniture, AV equipment and asset disposal.
- Responsible for daily security of administrative areas, locking/unlocking doors each day.
- Receives and distributes all mail and prepare outgoing courier through online shipping systems.
- Maintains confidential storage and disposal of files and exams according to retention policy.
- Updates signage for offices, mailboxes and bulletin boards.
- Coordinates departmental recycling initiatives.
- Provides administrative support for special projects and all SAF program requirements and other duties as required by unit.

**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

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Education <ul style="list-style-type: none">• Post-secondary education in Business Administration, or equivalent combination of education and experience.
Experience <ul style="list-style-type: none">• Two or more years of front-line reception, customer service or administrative experience in a complex, dynamic environment.• Experience in an academic environment is considered an asset.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Strong customer service skills to respond to diverse inquiries independently and provide accurate information in a concise manner• Able to develop and maintain effective working relationships• Strong oral and written communication skills• Accuracy and attention to detail• Proven analytical and problem solving skills• Ability to set priorities and handle multiple deadlines• Intermediate skills in Microsoft Office suite, including creating excel formula and data management• Experience with Workday payroll system and general payroll knowledge

Nature and Scope

- **Contacts:** Communicates internally with staff, students and faculty members within the School of Accounting and Finance, university service departments such as Human Resources, Registrar's Office, Plant Operations and other members of the UW community and externally with incoming enquiries in SAF Program Office.
- **Level of Responsibility:** This position works independently with minimal supervision to organize and prioritize daily work tasks. The incumbent must possess good judgement, initiative and flexibility to adapt to competing tasks with varying deadlines. Must be able to respond independently to inquiries that are specific in nature and require a thorough knowledge of procedures to ensure compliance with government legislation, university policy and payroll system. Provides clarification, support and guidance for payroll related submissions, inquiries and related issues. Deals with sensitive or personal information in a confidential and professional manner. Periodically called upon for to speak at information dissemination events. Able to work under challenging priorities and time constraints. This position requires a strong work ethic, accurate attention to detail and ability to maintain confidential information in accordance with the Privacy Act.
- **Decision-Making Authority:** This position contains complex and non-routine issues requiring self-directed decision making with occasional consultation with senior management. Independently recruits, hires and trains proctors to support and invigilate exams. Schedules proctor meetings required for both faculty members and proctors and provides direction regarding exam policy and procedures. Independently investigates and resolves all pay related issues, providing information and explanations to those involved. Monitors and orders supplies as determined.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a position requiring concentration and attention to detail in a busy, customer focused office environment with regular interruptions and competing priorities. May include occasional lifting of 30-40 lb. copy-paper boxes. May be required to stand for long periods during exam proctoring.
- **Working Environment:** Office based with moderate exposure to distressed customers. Regular interruptions and changing priorities related to urgent customer inquiries. May include occasional evening or weekend work as required.