Job Description

Job Title:	Undergraduate Program Manager
Department:	School of Pharmacy
Reports To:	Director, Admissions & Undergraduate Affairs
Jobs Reporting:	Undergraduate Affairs Administrative Coordinator; Pharmacy Academic Advisors; volunteers; co-op students; casual staff
Salary Grade:	USG 10
Effective Date:	July 2024

Primary Purpose

The Undergraduate Program Manager is responsible for the administrative management of the cohort-based Doctor of Pharmacy (PharmD) professional program, the Conditional Admission to Pharmacy (CAP) status program, and the various pathway programs to the PharmD which continue to grow and evolve. The Undergraduate Program Manager reports to and works closely with the Director of Admissions & Undergraduate Affairs; the Associate and Assistant Directors, Curriculum; and the Associate Director, Assessment in the provision of academic advising, academic services, student engagement, student remediation, admissions and recruitment. The Undergraduate Program manager ensures that all three of these major portfolios receives high-level administrative support and is responsible for the overall smooth and effective administrative operation of the undergraduate program and its evolution.

The Undergraduate Program Manager provides direct supervision and oversees the porfolios of the Coordinator, Curriculum & Assessment and the Undergraduate Affairs Administrative Assistant, ~80 student ambassadors and more than 200 external pharmacist interviewers. As required, the Program Manager manages other academic advisors, various co-op students and casual staff hires.

Key Accountabilities

Academic Advising and Academic Services

- Manage the academic advising program, including:
  - advising on individual program plans, degree requirements, and strategies for completion of requirements when progression issues arise
  - specialty advising for students registered with Accessibility (includes supporting instructors with the effective integration of student accommodation plans)
  - maintaining professional documentation of advising notes in ASIS (Advising Student Information System)
  - Monitoring grade performance throughout the term, initiating proactive advising appointments with at-risk students
  - specialty advising for two cohorts (currently 30+ students) in the CAP Status Program, in coordination with the Science UG Office, including monitoring and tracking CAP status academic and non-academic requirements

- Approve academic program changes and course changes with the necessary signing authority, communicating student withdrawals and/or academic progression changes to the Registrar's Office, instructors and experiential administrative coordinators, as appropriate
- Administer the absence request policy, including monitoring submission of requests, advising instructors on appropriate accommodations, and tracking accommodations
- Participate in end-of-term grades review meetings, including scheduling and coordinating the meeting
- Manage the remediation program, including midpoint and professionalism
- Ensure the curriculum is implemented precisely and all enrollment and scheduling parameters are completed accurately and within timelines, including:
    - Serving as member of the School's Curriculum Committee
    - Overseeing the creation of a conflict-free PharmD class and exam schedules
    - Managing block enrolment of all Pharmacy students for core courses, including advising students on elective options and ensuring that they have a full course load each term unless otherwise authorized by an approved petition
    - Apprising the Registrar's Office of the maximum unit weights for each student cohort each term to limit student pre-enrollment and enrollment to the allowed maximums
    - Assisting students in resolving conflicts with course schedules and in switching lab sections
    - Ensuring students are informed about key academic events, activities, and enrollment processes
    - Managing PHARM 400 and 401 enrollment requests
- Oversee the coordination of AccessAbility proctors for all midterm and final examinations
- Ensure that course descriptions, degree requirements, and other information published in the Undergraduate Calendar and Course Catalog is monitored and updated to ensure accuracy with decisions made by various School of Pharmacy committees (e.g., Admissions, Curriculum)
- Oversee the preparation of Calendar/Catalog documents for submission to Science Undergraduate Studies Committee and UW Senate Undergraduate Council; ensure Calendar change submissions adhere to appropriate deadlines, policies, and procedures
- Oversee the creation and maintenance of accurate cohort lists for student advising, scheduling, and enrollment
- Manage accreditation operational activities relating to Undergraduate Affairs
- Create and manage an overall student communication strategy that will create cohesiveness and ensure that students are receiving timely information concerning all elements of the program.
- Other duties as assigned

Student Engagement

- Manage the student engagement portfolio, ensuring proactive, student-focused, and exceptional front-line service to all prospective and current students
- Set and monitor student service delivery standards for a high-traffic inbox (more than 300 meeting requests and 4,000 emails annually in the pharmacy.advisor account)
- Recruit and manage volunteers who support the delivery of pharmacy events, including management of the Pharmacy Student Ambassador program
- Manage the transition process for students into the PharmD and CAP programs
- Develop student mentoring and advising programs
- Manage and coordinate all student support resources: Pharmacy *Current Students* webpage, Pharmacy Student Handbook, monthly student support emails
- Manage the PharmD orientation program (the PharmD program begins in January and does not align with main campus events, therefore all programming is done separately and uniquely tailored to the health professional program)
- Liaise with the Society of Pharmacy Students (SOPhS) and provide support to SOPhS and Pharmacy student clubs
- Other duties as assigned

Admissions

- Liaise with the University Marketing and Undergraduate Recruitment team, Science Recruitment Coordinator, and Pharmacy Communications Officer to update and create Pharmacy-specific marketing materials for admissions purposes
- Work closely with the Registrar's Office and Pharmacy Admissions Officers in all matters relating to the PharmD program and CAP status program
- Manage and support the CAP status program further developing it to offer additional activities, events, and mentorship opportunities
- Manage and support the Indigenous admissions pathway and the soon-to-be expected rural and northern pathway
- Administer admission procedures to ensure compliance to requirements
- Develop and review templates used to communicate selection of applicants for interviews, offers of admission, and refusals
- Serve as a voting member of the Pharmacy Admissions Committee
- Manage a large pool (more than 200) external pharmacist interview members of the admission team
- Manage the interview process to ensure that it is effective and efficient, including:
    - Coordinating and scheduling all pharmacy admission interviews
    - Managing applicant accommodation requests, collaborating with the Registrar's Office and AccessAbility as needed
    - Managing candidate communications, confirmation tracking, and interview information web pages and web forms
    - Coordinating, recruiting, training and supporting external pharmacists interviewers
    - Coordinating student ambassadors in the interview process and overseeing the mentorship program for prospective candidates
    - Updating and ensuring accuracy of several distinct webpages which communicate timely information to applicants in stage two of the PharmD admissions process
    - Responsible for data tracking and analytics of interviews including administering the Interviewer and Interviewee Feedback surveys
- Represent the School at the quarterly Admissions Forum, and the Science Admissions Committee
- Other duties as assigned

Recruitment

- Develop a comprehensive plan for student recruitment with the Director of Admissions & Undergraduate Affairs
- Implement the comprehensive recruitment plan, including:
    - data tracking and analytics
    - content developer and site manager for the *Future Students* webpages
    - cultivating relationships with prospective applicants
    - developing and executing student recruitment presentations and events
- Manage the recruitment and training of student ambassadors and other volunteers in delivering recruitment activities
- Respond to questions and concerns of prospective students, providing information about Pharmacy programs
- Coordinate social media campaigns focused on student recruitment, with the School's Communications Specialist
- Represent the School at all University student functions, such as the Open Houses, as well as external recruitment events at other universities in Southwestern Ontario (professional/graduate school fairs) and the Ontario Universities' Fair
- Other duties as assigned

Human Resources Leadership

- Oversee the day-to-day work of the Coordinator, Curriculum & Assessment and Undergraduate Administrative Assistant, including:
- working closely with the Associate and Assistant Directors, Curriculum, and the Assistant Director, Assessment
- fostering constructive working relationships, monitoring workload, arranging for or providing back-up as needed, providing direction and problem-solving support, and professional development
- Oversee the staff performance evaluation process, including developing and monitoring performance improvement plans
- Recruit and oversee potential academic advisor hires and various co-op students and casual staff
- Support and nurture relationships with pharmacists as these relationships are critical to the success of pharmacy programming

**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

- University degree or equivalent post-secondary education and experience
- Academic credentials in business, program management, academic advising, mental health first aid, and/or other relevant student support education are considered an asset.

Experience

- A minimum of 5 years' administrative and supervisory experience working in an academic support unit; preference for experience working within a cohort-based, health professional program
- Several years' experience at a program administrator/manager level, preferably in a post-secondary environment with demonstrated experience managing and coaching others
- Exceptional problem-solver, with skills in perceiving and synthesizing multiple data points and perspectives
- Experience with counselling and recruiting students
- Experience with university scheduling and enrollment systems
- Experience in event planning and coordination
- Experience in managing volunteers

Knowledge/Skills/Abilities

- Thorough knowledge of University policies and procedures as they pertain to academic advising, recruitment, and admissions at the u/g level
- Vast knowledge of University resources and services
- Demonstrated project management experience

- Proven ability to identify problems and to manage difficult situations by probing for information, analyzing complex situations, and providing innovative solutions
- Proven ability to respond quickly and decisively in crisis situations in a calm, reasonable and empathetic manner
- Excellent human relations skills including the ability to build consensus, develop and maintain constructive relationships
- Demonstrated ability to engage professionally with diverse groups, including faculty, staff, students, prospective students, parents, pharmacists
- Exceptional written and oral communicator, with the ability to adapt to audience values and unique needs
- Exceptional time management and organization skills
- Advanced MS Office Suite, Quest, DCU, LEARN, WCMS, ACMS, SharePoint

Nature and Scope

- **Contacts:** UW: Registrar's Office, Marketing and Undergraduate Recruitment, Accessibility, Counselling Services, Student Success Office, Writing & Communication Centre, Student Financial Services, Student Awards & Financial Aid, WUSA; Science: various Associate Deans, academic advisors, Science Recruitment; Pharmacy: undergraduate students, faculty, staff; Administrative Officer, Associate Director, Admissions & U/G Affairs, Associate Director Admissions, Assistant Director, Admissions, Associate Director, Assessment; instructors, sessionals, adjunct faculty; External: pharmacists and pharmacy program alumni; pre-Pharmacy students and their parents; high-school students and their parents; prospective applicants to program
- **Level of Responsibility:** Staff Management; supervision of staff, oversight of others' portfolios in addition to their own; high degree of access to student issues; demonstrated ability to lead and manage; take initiative, work independently and as a team member in fast paced, challenging environment
- **Decision-Making Authority:** Independent decision making; working with complex curricular and experiential requirements consistent with a health-care professional degree program in a university without a medical school and operating out of a satellite campus (where main campus services are not readily available)
- **Physical and Sensory Demands**: Minimal physical demands typical of working in an office environment
- **Working Environment:** Regular and unalterable deadlines and important accountabilities; stress and pressure associated with the giving of unwanted decisions; exposure to others, sometimes in difficult situations; higher than typical exposure to emotional interactions with students who may be dealing with a mental health crisis; occasional travel off campus to participate in recruitment activities is required; regular evening and weekend hours each term