RENISON UNIVERSITY COLLEGE

AFFILIATED WITH THE **UNIVERSITY OF WATERLOO**

Job Title:	Academic Advisor and Administrative Coordinator
Grade:	14
Division/Department:	Renison School of Social Sciences & Humanities (RSSSH)
Reports to *(title)*:	Director, RSSSH
Date of completion:	November 2026

General Accountability:

Reporting to the Director of the Renison School of Social Sciences and Humanities (RSSSH), the Academic Advisor and Administrative Assistant responds to academic inquiries from students registered or interested in the Social Development Studies (SDS) major and minor programs and the SDS-Bachelor of Social Work Double Degree. This position ensures the efficient day-to-day operation of the department, including supporting budget management, , facilitating and maintaining departmental administrative processes, and coordinating departmental communications and events.

This role reports to the Director of RSSSH and works closely with department colleagues and other units at Renison University College and the University of Waterloo. The position has no direct reports. The incumbent is expected to work collaboratively with the other academic advisors and administrative staff within RSSSH.

Key Accountabilities:

Academic Advising

- Maintain in-depth and current knowledge of:
  - Arts' undergraduate curriculum and academic requirements;
  - Arts' admissions regulations and practices, including transfer credit regulations;
  - Social Development Studies and Faculty of Arts curriculum and academic requirements;
  - university policies and Faculty regulations of particular relevance to student issues; and
  - sources of support and help that are available to students, both within and outside the University.
- Support the academic transition of students into the Social Development Studies major and minor and the SDS-Bachelor of Social Work Double Degree.
  - Students enter the programs through different pathways each term (e.g. direct from high school, after a year in Honours Arts exploring potential majors, after transferring from college or another university, or as a mature student with no prior post-secondary education).
- Clarify complex department and university policies, procedures and expectations.
- Engage with students as a "first point-of-contact" in the university support system.
  - This may include engaging with those in crisis and high-level management of non-academic

issues such as personal, medical, financial, accessibility, or relationship concerns.

- Advocate for and connect students to appropriate resources for academic and non-academic concerns (e.g., SEAH, counselling services, AccessAbility, Student Financial Services, Centre for Career Action, Student Success office, etc.).
- Actively reach out to students at risk of attrition in a timely manner (i.e., poor academic standing) and provide guidance and resources. Assist them with preparation of petitions when necessary.
- Approve academic forms, including changes to degree (Plan Modifications), confirmation of graduation eligibility (Graduation Recommendations), international exchange eligibility and course equivalencies, taking courses at other Canadian universities (Letters of Permission), etc.
- Represent the department and serve as a resource during internal and external recruitment. events (e.g. Arts 101 Day, Open Houses, Ontario University Fair, etc.
- Collaborate with internal teams (as needed) to run student success and social engagement events (e.g. course selection drop-ins, visiting presentations from main campus services, orientation, etc.).
- Empower students to make decisions that best fit their interests, abilities and circumstances.
- Maintain confidential student files and tracked communication.

Financial Management

- Review expense claims including faculty professional expenses and research grant expenses to ensure accuracy and compliance with financial procedures and policies.
- Provide faculty and staff advice and support in preparing/revising their claims prior to Director's authorization.
- Monitor department budget and advise Director on resources available.
- Track all department expenditures including funds allocated for teaching assistant hours and guest speaker honoraria.
- Reconcile quarterly financial statements with Director and report errors to Renison Finance.

Departmental Administrative Support

- Facilitate enrolment and administrative processes related to departmental consent courses (e.g., SDS 496R Applied Apprenticeship, SDS 495R Research Apprenticeship, Walls To Bridges)
- Manage sessional instructor and teaching assistant hiring each term: maintain database of instructors and TAs, facilitate TA hiring process and manage TA contracts, support set up of new personnel with Renison Human Resources and Information Technology.
- Provide information and assistance to full-time faculty and sessional instructors: booking meeting rooms, accessing technical support, acquiring supplies, etc.
- Serve as a resource within the department for the interpretation of policies, guidelines and practices and update the instructor handbook with relevant information.
- Manage department supplies such as promotional items and gifts, as well as department space (e.g., part-time offices).
- Assist Director with periodic internal and external undergraduate program reviews.
- Support Director on projects and tasks as requested.

Communication and Events

- Prepare a bi-weekly student newsletter with information about academics, department and campus events, volunteer opportunities, and resources.
- Assist with the organization and delivery of department events.
- Maintain RSSSH student bulletin boards.
- Review and update department website content and ensure that department contact information is updated on the Renison website.
- Assist with reviewing department marketing material.

Qualifications:

- Undergraduate degree or an equivalent combination of education and relevant experience is required
- 2 years of administration experience, preferably in an academic environment, is required
- 2 years of advising-related field experience (e.g. counseling, teaching, community-service, non-profit, etc.) is preferred
- 1 year of experience with financial matters such as reviewing of expenses and budgets, ensuring compliance to financial policies, is preferred
- Familiarity with university policies and procedures including the undergraduate calendar is preferred.

Skills:

- Knowledge of University of Waterloo and Renison University College services, policies and procedures
- Knowledge of Arts Faculty undergraduate curriculum and academic requirements
- Excellent interpersonal skills, with the ability to be sensitive to student concerns
- Excellent written and oral communication skills
- Professional, tactful and diplomatic, with ability to maintain strict confidentiality
- Highly detail oriented, with an aptitude for accuracy
- Effective organizational skills, with the ability to multi-task efficiently and work with multiple priorities and deadlines
- Advanced knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, Outlook; proficient with a variety of Windows software
- Ability to take initiative, work independently with minimal supervision and exercise good judgment and decision-making
- Ability to work effectively as part of a team

Working conditions:

Physical Effort: Work activities involve alternating positions of light physical activities. Majority of time is spent in a comfortable position with frequent opportunities to move about at will.

Physical Effort: Works in an environment with occasional exposure to mild unpleasant conditions. There may be a remote possibility of risk of accident or health hazards.

Sensory Attention: Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.

Mental Stress: Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent