#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Academic Coordinator

**Job Number:** A-473 | VIP: 1920

**Band:** OPSEU- 8

**Department:** Master of Management Graduate Program

**Supervisor Title:** Graduate Program Director (M.MGT)

**Last Reviewed:**  June 13, 2023

#### **Job Purpose:**

Reporting to the Graduate Program Director of the Master of Management & Master of Management – Strategic Change Management (M.MGT) graduate programs, at both Durham and Peterborough campuses; including support of the Director, School of Business (Peterborough campus). This position assumes responsibility for all academic advising, student liaison and governance, enrollment, and student program orientation. Responsible for the M.MGT course timetable, course registration, and instructor postings. Provides support to the Director regarding accreditation document preparation, program evaluation, policy development, and program improvement. This position is based at the Durham GTA campus and requires in-person support of students at both campuses; with a minimum of two days per week at the Durham campus and one day a week at the Peterborough campus.

#### Key Activities:

##### Admission Responsibilities

* Responsible for managing all applications to the M.MGT graduate program (both programs and across both campuses).
* Supports Program Director and Director, School of Business with admission decisions and university admittance.
* Coordinates communication for a high volume of prospective student and applicant requests for information about M.MGT programs and application status; including redirection of inadmissible applicants to other programs at the institution.
* Responsible for departmental recommendations for admission decisions to the School of Graduate Studies.
* First point of contact for the graduate program includes receiving and screening incoming email, calls and visitors, answering inquiries about program procedures and directing requests for appointments. Answers applicant questions regarding admission and program requirements.

##### Advisory Responsibilities

* Responsible for providing support to graduate students in their understanding of academic regulations, policies, and program degree requirements.
* Reviews student records and provides advice to students about M.MGT programs and University degree requirements. Advising may be accomplished through phone, email, video conferencing or in-person appointments.
* In partnership with the Placement Coordinator and Program Director advises students concerning placement opportunities within the programs.
* Liaises with student services on both campus campuses.
* Interprets academic policies and procedures for graduate students.
* Helps prospective international students through the application process as well as providing post-acceptance guidance.
* Advises Graduate Program Director of any emerging student issues where there are student concerns or complaints, or potential conflicts.
* 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.
* Acts as an effective representative and spokesperson for the program.
* Works in conjunction with the School of Graduate Studies to identify and support effective liaison strategies for recruitment.
* 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.
* Coordinates department participation in Open Houses across both campuses and graduate recruitment events as requested.
* Maintains standards of policies and best practices to ensure the academic and administrative integrity of the programs.

##### Student Support

* Orients new graduate students, both by organizing orientation sessions and individually as necessary.
* Assists with the entry of syllabi into the online Syllabus System.
* Coordinates course scheduling, liaises with the scheduling team and ensures that DCU is updated with course offerings for each term by the communicated deadline. Also ensures students are aware of available course offerings.
* Responsible for student registration in the programs, including monitoring enrolment and leaves of absences.
* Liaises with the School of Graduate Studies on enrollment issues.
* Coordinates registration process for graduate students in programs, including funding forms, annual progress reports, change of status.
* Monitors times to completion for graduate students, supporting students who require extension requests.
* Tracking graduate student information, including structure of supervisory committees, entry of data into student information system.
* Maintains students’ confidential files and academic records. Provides administrative services to graduate students including their email accounts, requesting keys, LTD authorization, obtaining library privileges and administering their overhead budget accounts.
* Monitors outstanding and incomplete grades.
* Liaises with a variety of Trent departments across both campus, such as Registrar’s Office; Trent International; Careers; Student Accessibility; Office of Student Affairs; Office of the Dean and Head, Durham Campus; Office of the Deans – Arts and Science; Human Resources.

##### Enrollment Management & Planning

* Assists the Graduate Program Director and Director, School of Business in preparing the staffing forecasts, staffing plans, timetabling, and scheduling.
* Liaises with the School of Graduate Studies, Office of the Registrar, and Durham Scheduling Office, around scheduling and timetable requirements.
* Assists the Graduate Program Director on program budgeting and accounts, including CUPE budget.
* Manages and makes all purchases for the program.
* Advises director of program capital needs and provides him/her with annual projected budget.
* Reviews course syllabuses prior to Graduate Program Director’s approval.
* 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

* Liaises closely with the M.MGT Placement Coordinator, Program Director and other relevant program staff members to provide consistent and seamless support for students and faculty, surrounding placement opportunities, assignment, monitoring, completion and issues management.
* Responsible for administrative duties associated with course evaluations and student experience surveys (SETS) (communicating deadlines, collecting and sharing results with Dean’s Office).
* Supports CUPE 1 staff hires in collaboration with the Dean’s Office and oversees the hiring process of CUPE 2 staff and ensures 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).
* Ensures CUPE 1 members requesting Right of first refusal are provided the departmental/program criteria, set up for in-class visits, and tracks all ROFR information.
* Hires, supervises, and disciplines student employees, as appropriate.
* 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.
* Coordinates M.MGT programs submission of major and minor program changes to Graduate Studies Committee.
* Coordinates annual changes to M.MGT section of the graduate academic calendar.
* Maintains the graduate website including design and creation as required.
* Assists with development of new program and policy initiatives and preparation for external reviews.
* Provides support for program committee meetings, including scheduling, taking minutes and dissemination of the minutes.
* Coordinates M.MGT graduate faculty appointment applications. Maintains files of Graduate, Adjunct and Special Graduate faculty.
* Liaises closely with the other Graduate Academic Administrators to provide consistent and seamless support.
* Undertakes other office duties and tasks as requested by the Graduate Program Director.

#### Education Required:

* Honours Bachelor’s Degree (4 year).

#### Experience/Qualifications Required:

* A minimum of three (3) to five (5) years of graduate administrative experience in academic environments.
* Excellent computer-application knowledge (including word processing, spreadsheets, databases, and web) as these relate to the academic environment.
* Excellent interpersonal and diplomatic skills; excellent communication skills, both oral and written.
* One year experience using Trent-specific software: IRIS, Colleague/Ellucian, HRIS System VIP, Laserfiche, DCU, myTrent remote access and Virtual Private networking.
* Experience with AODA compliant document creation.
* Experience working in a confidential environment requiring tact and diplomacy.
* 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.
* Website training or experience in design, development, and/or maintenance is an asset.
* Experience in student advising including international students and graduate curriculum knowledge would be an asset.

#### Supervision:

* Supervise and direct the activities of student employees

**Job Evaluation Factors:**

##### Analytical Reasoning

High level of analytical reasoning e.g., assessing students’ issues and creating support, 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 with 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 interruptions.
* Ability to self-regulate under stressful and demanding circumstances.

Physical:

* Sitting - Daily activities primarily occur at the desk or computer station and often result 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 an appointment, interrupting the planned schedule.
* Confidentiality - Working with sensitive academic information, which may involve personal or health issues requiring sensitivity and tact.