

POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Undergraduate Program Assistant
DEPARTMENT: Economics
CLOSING DATE: January 17, 2021

JOB SUMMARY:

Reporting to the Department Manager, and taking direction from the Chair of Undergraduate Studies, the Undergraduate Program Assistant is responsible for assisting in the ongoing development and the daily administration/operation of the Department's undergraduate programs. This includes advising undergraduate students on various program issues, assisting teaching faculty with regulations and rules of the Faculty and Department, responding to student inquiries and keeping senior staff apprised of any issues that need to be referred to the next level. As the departmental resource person and first contact for the undergraduate program, the Undergraduate Program Assistant liaises with the Faculty of Arts and Science and the University's Registrar's Office. The Undergraduate Program Assistant also provides administrative support to the faculty regarding student procedures including grade changes, registrations, and course changes.

KEY RESPONSIBILITIES:

Undergraduate Student Records

- Administer change requests for adding or dropping courses, overwriting pre-requisite, co-requisite requirements, class enrolments, grade changes, etc.
- Responsible for the administration of student applications and records. Review and verify all student prerequisites and consult the Chair of Undergraduate Studies regarding any waivers. Maintain class lists, e-mail listserv, and student academic records on-line through PeopleSoft.
- Assist students with pre-registration and on-line registration and manage advanced course selection. Review applications and prepare preliminary documentation for potential transfer students and submit to the Chair of Undergraduate Studies for decision.

Student Advisor

- Serve as the primary academic advisor for undergraduate students, including academic planning, course selection to meet degree requirements, department and Faculty regulations, policies and procedures. Recommend strategies to students experiencing difficulties toward achieving their academic objects, and, when necessary, refers students to the appropriate university units (e.g. Student Counselling, Career Services, and FAS Academic Advisors) when appropriate.
- Maintain a current knowledge and comprehensive understanding of the Economics program and Faculty of Arts and Science policies and procedures to respond to all inquiries from current and prospective students in Economics. Advise students on personal and academic issues (e.g., advising faculty on Faculty of Arts and Science procedures related to academic integrity).
- Liaise with degree coordinator in Faculty of Arts and Science to advise dual degree and second degree students, assisting with registrations as needed.
- Prepare and manage sensitive and confidential correspondence for student files (ie. regarding denial of eligibility; process letters of permission and transfer credits).

- Maintain student files with progress through program; identify and recommend potential undergraduate award and scholarship candidates; administer undergraduate scholarships and awards; prepare draft degree list and contact ineligible candidates in advance of deadlines.
- Advise students on criteria for concentration progression Academic Appeals, Letters of Permission and application to graduate processes.
- Assess individual student transcripts to determine eligibility into the honours program, degree eligibility, and class of degree calculation; provide estimates for class sizes and criteria for student eligibility; assess degree program, type, concentration, and level-in-program requests;
- Prepare student forms and other correspondence for signature by the Undergraduate Chair, and other various forms of communications on behalf of the Undergraduate Chair.

Timetable Administrator

- Provide assistance with the preparation of the list of undergraduate course offerings each year.
- Collect and provide data to Timetabling (e.g. instructor preferences and constraints, tier request, forced times for lectures, seminars and department meetings).
- Review draft timetable for scheduling conflicts and work with the Timetabling Office to resolve.
- Post approved timetable to the departmental website and forward to faculty, adjuncts, teaching fellows and staff. Maintain an up to date timetable for the department's undergraduate program.
- Plan and coordinate the booking of rooms for mid-term exams, and special needs exams.

Program Administrator

- Maintain a historical record of courses taught, student enrolments, faculty teaching assignments, etc. for program review, planning, and development.
- Serve on the Department's Undergraduate Committee. Prepare background material for undergraduate committee meetings; and produce reports at the request of the Chair of Undergraduate Studies, and the Department Manager, and as required by professors.
- Act as a primary contact for the Department including providing assistance to faculty and instructors on relevant University, Faculty and Departmental policies and procedures within the undergraduate program to ensure that procedures are in accordance with Department and Faculty regulations, including the preparation of syllabi, grading, academic integrity, permissions for exam deferrals and incomplete grades, and prerequisite overrides.
- Responsible for the preparation and submission of all curriculum and calendar revisions to the Faculty of Arts and Science (new courses, revised course description, deletion of information, changes to program requirements etc.), ensuring format and deadlines are adhered to.
- Distribute the Queen's Survey of Students' Experience of Teaching (QSSET) evaluation packages to student Year Reps. Verify QSSET information and ensure deadlines set by the Registrar's Office are followed.
- Coordinate all undergraduate exams to ensure that deadlines set by the Exams office are met. Ensure marks are submitted via PeopleSoft for all UG courses, process formal examination re-reads and grade changes; arrange student midterm exam accommodations; Coordinate midterm scheduling, rooming and proctors if needed.
- Plan and coordinate undergraduate recruitment events and information sessions. Prepare materials for recruiting events as necessary (March Break Open House, potential SOAR events, etc.);
- Act as liaison to Sessional Adjunct Instructors, Teaching Fellows, and Teaching Assistants within the undergraduate program, coordinate tutorial and other scheduling including room bookings.
- Administer Departmental Teaching Awards.

Administrative Support:

- Assists with maintenance of departmental information on the departmental website (i.e. faculty office hours, course and program information) regarding the undergraduate program to ensure accuracy;

ensure the accuracy and clarity of any undergraduate publications including submissions to the Arts and Science Calendar; act as the main contact for other units within the university regarding undergraduate matters.

- Act as main liaison to Department Student Council; provide support for DSC fundraising activities and special events such as visiting speakers, graduate school recruitment, fourth-year dinner, first-year open house.
- Undertake other duties or special projects as required in support of the Department.

REQUIRED QUALIFICATIONS:

- Three-year post-secondary program in business administration or other relevant field.
- 3 to 5 years of experience in a similar environment.
- Comprehensive knowledge of University structure, academic regulations, policies and undergraduate degree requirements.
- Understanding of the issues facing undergraduate students, and the ability to design appropriate academic strategies and accommodations.
- Proficiency with computers and a variety of software packages and online systems including: MS-Word, Excel, and PeopleSoft (Student/HR and Solus), SISA/PCICS, GQL, DAG and common web publishing software.
- Consideration may be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Ability to interact and work well with culturally diverse students, faculty and staff, with a willingness to promote equity, diversity and inclusion in the workplace
- Analytical, critical thinking and problem-solving skills to resolve administrative problems, solutions to enhance policy decisions and improve overall efficiency with the undergraduate program.
- Discretion in handling confidential materials such as course evaluations, mark sheets, medical notes, personal issues, etc.
- Ability to assist students generally and those in academic difficulty or distress with empathy and compassion while maintaining a professional demeanor.
- Ability to take initiative, work with minimal supervision, make independent decisions and administer the undergraduate program, with tight timelines and frequent interruptions.
- Excellent oral and written communication skills to be able to interpret regulations and degree requirements, convey complex information to students and faculty, and answer inquiries accurately and with empathy.
- Strong interpersonal skills to deal with a wide variety of individuals in a helpful and professional manner.
- Demonstrated ability to multi-task, and to manage multiple demands, conflicting deadlines and resolve conflicts.
- Ability and willingness to adapt to new technology.

DECISION MAKING:

- Decides the appropriate action required for students who have an academic problem or query and when to involve the Undergraduate Chair.
- Determine degree eligibility and class of degree, level in program status, provide recommendations regarding academic award and scholarship candidates.
- Determine optimal strategies for course selection upon review of student academic record, and advises students on course selection, eligibility for course requests and progress through program in order to fulfill students' academic goals.

- Determines what information to reveal regarding confidential material such as medical notes and special needs assessments. Judges when and if to release grade information, ensuring conformity with the Registrar's policies and the Freedom of Information and Protection of Privacy Guidelines.
- Facilitates resolution of student difficulties in a timely, compassionate fashion; determines when to refer students to appropriate university support services as needed, including making appointments for them in crisis situations.
- Determine which inquiries, or at what point a crisis or policy matter, should be referred to the Department Manager, the Chair of Undergraduate Studies or the Head of Department.
- Determine course enrollments to accommodate concentration projections/forecasts; identifies calendar copy changes and ensures appropriate approval is received.
- Determine content and format of correspondence, and undergraduate reports.
- Prioritize work to determine the priority of tasks when dealing with competing deadlines.

APPLICANTS PLEASE FOLLOW THE LINK BELOW:

<https://clients.njoyn.com/CL4/xweb/xweb.asp?clid=74827&page=jobdetails&jobid=J1220-0990&BRID=EX185199&SBDID=1&LANG=1>