

**THE UNIVERSITY OF BRITISH COLUMBIA**

JOB DESCRIPTION

POSITION NUMBER: 00036922

BUSINESS TITLE: Grad Student Support 3 (Gr9)

EMPLOYMENT GROUP: CUPE 2950 (Cler/Secr/Library)

JOB FAMILY: CUPE 2950 Grad Student Support

JOB CODE: 286102 - Grad Student Support 3 (Gr9)

VP/FACULTY: Faculty of Education

DEPARTMENT: Eductnl&CnsIng Psych & Spec Ed

PAY GRADE: 9

SALARY LEVEL:

JOB SUMMARY

Provides guidance and assistance to approximately 500 Graduate Students and 45 Faculty Members. Responsible for coordinating a variety of complex tasks in connection with the administrative functions associated with the graduate student program in the Department of Educational and Counselling Psychology, and Special Education. Responsible for use of and suggestions of enhancement of supporting systems (e.g. database). A thorough knowledge of UBC and Department policies and procedures relating to graduate program.

ORGANIZATIONAL STATUS

Work is done jointly with second Graduate Program Assistant. Reports to the Administrative Manager and interacts with Head, Associate Head, faculty, graduate students, staff and the public. Liaises closely with Graduate and Post-Doctoral Studies; UBC Student Services; Faculty of Education Office of Graduate Programs and Research; Departmental Graduate Program Director, Professional Development and Community Engagement and others.

WORK PERFORMED

Admissions:

- Advises prospective graduate students, provides information on requirements for admission, immigration documentation, employment authorization, TOEFL/IELTS and GRE standards. Evaluates transcripts and assesses eligibility and ensures that necessary documentation supporting application is received.
 - Responsible for all aspects of graduate program admissions, including the selection process and bringing cases requiring special adjudication to an admissions committee for determination
- Responsible for the processing of completed application files. Reviews files with Director of Graduate Programs and faculty. Responsible for liaising with prospective students. Ensures that all timelines for processing applications are met.
- Liaises with other academic institutions to identify barriers to increasing enrollment and makes recommendations for improvement.

- Responsible for overseeing the incoming graduate applicants documents/files relating to the processing of their applications for admission. Responsible for overseeing the creating and maintaining of graduate student document/files relating to the graduate program and graduate student awards.
- Maintains content of department online application system, including: enabling and disabling online applications; customizing online application according to departmental needs; printing and exporting online applications; providing feedback and suggestions on how to improve the online application functions.

Advising/Records/Registration/Student Progress tracking-Graduation/Doctoral Exams:

- Resolves complex problems related to graduate students in consultation with the Graduate Program Area Coordinators and the Director of Graduate Programs. Monitors PhD graduate students' milestones and progress towards degree completion, annual reviews, candidacy, etc. In consultation with the Director of Graduate Programs, reviews academic progress reports to ensure that prerequisites for graduation are met. Records course marks and advises the Registrar and the G+PS, as necessary.
 - Prepares and forwards requests for alterations to student records to G+PS, such as leaves of absence, program extensions, grade changes, and program transfers, ensuring all required information and approvals are included.
 - Deals with case-specific enquiries, (including routine status enquiries from prospective graduate students, student program status, etc.), advises students of UBC policies and procedures. Reviews complex problems relating to graduate students with faculty members: Graduate Program Coordinators, Director of Graduate Programs, or the Head of the Department.
 - Conducts regular checks (at least annually), for student registration/record concerns such as missing grades, lapsed registration, etc.
 - Conducts regular checks (at least annually) on student academic progress, ensuring students are meeting academic progress deadlines for taking comprehensive exams, advancing to candidacy and program completions.
 - In consultation with the Faculty Supervisors, processes the necessary paperwork for the Ph.D. final examination to be completed: reviews that the timelines relating to processing completion of degree requirements are met; arrange for confirmation of completion of graduation requirements to be forwarded to the G+PS.
 - Registers students in restricted courses.
 - In liaison with the Timetable Representative and Area Coordinators, opens sections of courses as necessary and carries out student registration in these courses.
 - Ensures that graduating students have met all program requirements, and prepares Graduation Checklist.
 - Responsible for maintaining graduate student database. Provides statistical information as requested by the Head of the Department, Deputy Head, Director of Graduate Programs, Program Area Coordinators, and Director of Administration.
- #### Awards/Financial Aid:
- Advises and responds to enquiries from students and supervisors regarding award application deadlines and requirements.
 - Assists Departmental Scholarship Committee, faculty and students in compiling applications for several types of student award applications, and posts scholarship files on Connect.
 - Responsible for processing and evaluating all graduate awards. Assists Director of Graduate Programs of Awards in evaluating transcripts and ranking applications for the Tri-Council Awards. Follows up on student awards by processing documentation and ensuring students receive awards.
 - Performs financial duties such as managing a budget, tracking of all allocated monies for scholarships and fellowships (4YF and GSI), etc.
 - Prepares the Tri-Council/Affiliated Fellowships nomination package for submission to G+PS, ensuring all required documentation is intact. Follows up on missing documentation.
 - Tracks award recipient data and provides administrative assistance in their awards activation
 - Attends Tri-Council/Affiliated Fellowships workshops provided by G+PS and communicates essential information to students and faculty.

Training/Supervising:

- Coordinates and schedules the work of the GAA Peer Advisors. Ensures the GAA Peer Advisors have the schedule of appointments to see prospective applicants either once or twice a week, coordinates the schedule of information sessions with the GAA.
- Monitors GAAs' performance and ensures GAAs are able to answer questions related to admissions. Gives feedback to the Director of Graduate Programs and, Area Coordinators and Administrative Manager about the level of competency that the GAAs can handle.
- Provides input and makes recommendations to the Administrative Manager, Director of Graduate Programs and Departmental Area Coordinators about hiring/rehiring GAAs and temporary office staff.
- Coordinates and schedules work for work study student during admissions season and when required.
- Trains Departmental Graduate Academic Assistants, temporary office staff and work-study student(s).

Additional Responsibilities:

- Responsible for maintaining graduate student database. Provides statistical information as requested by the Head of the Department, Deputy Head, Director of Graduate Programs, and Program Area Coordinators.
- Provides administrative support including the taking and transcribing of minutes for program areas, and providing support for annual and periodic accreditation reviews of programs by professional bodies which includes design of an online survey.

- Performs administrative duties such as composing complex correspondence and reports, overseeing storage, retrieval and destruction of archival materials and developing and maintaining promotional material for the program.
- Ensures students fulfill the Criminal Record Check requirement prior to registration in field experience and clinical courses.
- Provides informal presentations of routine nature to graduate students regarding graduation requirements and interpretation of the Provincial Teacher Qualification requirements for category change.
- Maintains up-to-date procedures manual for performing work.
- Responds to a variety of written, email and oral inquiries of an interpretive nature.

CONSEQUENCE OF ERROR

Work is expected to be at a high level of accuracy. Impact of errors is extremely serious, whereby an error can adversely affect a student's admission to the graduate program, university standing, entry to courses, and degree completion. Such errors impact on the administrative efficiency within this Department, as well as in the administrative efficiency of G+PS and the Registrar's Office.

SUPERVISION RECEIVED

Works independently within Departmental and University guidelines, under the administrative direction of the Administrative Manager.

SUPERVISION GIVEN

Supervises and trains up to five Departmental Graduate Academic Assistants, and one Work Study Student. Coordinates and schedules work for Departmental Graduate Academic Assistants. Monitors performance of GAAs and makes recommendations to Director of Graduate Programs and Area Coordinators/Administrative Manager. Trains Departmental GAAs, temporary staff, new staff and work study student on work procedures. Oversees the graduate student admission process and communication. Coordinates events such as catering requests for Graduate Seminars, Graduate Welcome Orientation, Graduation Reception and produces the Graduate Student Information Handbook and Brochure.

QUALIFICATIONS

High School graduation and two year post-secondary diploma and Training in office procedures and practices. University degree preferred. 4 years related experience or the equivalent combination of education and experience. Knowledge of function of graduate education within a university an asset. Ability to maintain accuracy and attention to detail. Ability to set priorities and exercise initiative and judgment in planning assignments. Ability to work effectively independently and in a team environment. Ability to exercise tact and discretion. Ability to communicate effectively verbally and in writing. Ability to effectively manage multiple tasks and priorities. Ability to analyze problems, identify key information and issues, and effectively resolve. Ability to provide quality service to customers in a courteous, patient manner. Communicate effectively and tactfully with faculty, staff, students, and internal and external contacts in disseminating and receiving information. Knowledge with UBC policies and procedures and graduate programs mandatory. Word processing/computer experience required (Word, Excel, Access, SISC, FSC and Connect preferred).