**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Departmental Coordinator

**Job Number:** A-139

**NOC:** 1221

**Band:** 8

**Department:** Psychology

**Supervisor Title:** Chair

**Last Reviewed:** August 14, 2002

**Job Purpose**

Reporting to the Chair of the Psychology Department, assumes responsibility for all academic advising and enrollment management for both Peterborough and Oshawa; provides enrollment and course demand information to assist Chair in long-range planning. Works closely with Chair in planning, developing and implementing an expanded program in Oshawa, including enhanced student and faculty support programs.

**Key Activities**

1. Is responsible for all Psychology academic advising in Peterborough and oversees advising by faculty in Oshawa (across both locations approximately 1000 majors and joint-majors). Reviews student records and provides advice about Psychology and university requirements; provides advice regarding graduate school (preparatory course selection, application process); liaises with Senior Tutors, Trent @ Durham staff and student services; develops and edits student handbook. Handles all Departmental academic queries.
2. Is responsible for determining acceptance into courses and onto waitlists (note: most Psychology courses have enrollment limits and in many courses requests for placement exceed available space by as much as 50%); maintains database of waiver requests, waitlists and availability of space in classes; maintains up-to-date postings (bulletin boards, website) of waitlists and waitlist changes; liaises with Registrar’s Office and other programs (e.g., Nursing, Education) on enrollment issues; under supervision of Chair evaluates transfer credits and prerequisite waiver requests. Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Chair in program planning.
3. Is responsible for planning, organizing and developing department website, with particular emphasis on ensuring timely postings of importance to students (e.g., waitlists, timetable changes, course outlines, guidelines and department policies). Is responsible for maintaining, updating and changes to Registrar (colleague) with Psychology waitlist student data.
4. Works closely with the Chair on building the program in Oshawa, including preparation of course demand and enrollment forecasts, and liaising with Trent @ Durham faculty, staff and students. Prepares and maintains department policy manuals for use by faculty, part-time instructors and staff; manages the use of optical scanner to be replacement for scantron machine used for multiple choice tests – develop course evaluation forms, train others on creation of forms, and oversee use of scanner.

**Education**

Master’s Degree.

**Experience Required**

1. Three years of administrative experience, with preference given to experience in academic environments.
2. Computer applications (including word processing, spreadsheets, databases and Internet) as these relate to the academic environment.
3. Excellent interpersonal and diplomatic skills; excellent communication skills, both oral and written.
4. Demonstrated ability to maintain confidentiality.
5. Demonstrated self-directed and independent problem-solving and work experience.
6. Experience with undergraduate students would be an asset.

**Communication**

Internal:

* Undergraduate Students - including transfer, TIP, LOP, UOIT as well as students planning to further academic career via graduate students
* Office of the Registrar - work closely in all areas of registration, pre-registration, course limits, course prerequisites and curriculum changes
* JBC - Peterborough and Oshawa/UOIT Psychology course enrolment and enrolment issues managed by co-ordinator.
* Senior Tutors - Ongoing collaboration in the interest of student’s success.
* Faculty - Consultation on various student issues, academic records, assessment.
* Various Departments - Advise regarding procedures and information published/made available. Use Colleague knowledge and experience to evaluate and provide input on various software interfaces and tools

External:

* Prospective students and parents - acts as a resource in recruitment efforts.
* Educational Community - Liaise with High School Guidance Counselors, other Universities.

**Motor/ Sensory Skills**

Motor Skills:

* Fine Motor Skills - Data entry via keyboard, mouse, scanner, digitizer
* Dexterity - precision in manipulating electronic mark reader equipment

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 display

**Effort**

Mental:

* Multiple competing demands, deadlines - Registrar’s deadline
* Sustained concentration - Compiling data, determining waitlist eligibility and individual priority/standing. Student queue - ups at various academic deadlines, frequent interruptions.
* 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 interrupts.

**Working Conditions**

Psychological:

* Complaints - From students with regard to waitlist 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 appointment, interrupting planned schedule.
* Confidentiality - Working with sensitive academic information, which may involve personal or health issues requiring sensitivity and tact.