

Program Coordinator

Overview of Position

Role Details:	
Incumbent:	
Department:	Biomedical Engineering
Unit/Department Leader:	Kibret Mequanint/James Lacefield
Date:	Sept 2023
Position Number (if applicable):	00002184

For Human Resources Use:	
Classification:	Program Coordinator I, Level O
Job Code:	S6S038
Department #:	260900
Classified Date:	09/23
Effective Date:	RFH
Evaluator:	SW
Job Family:	Student Services

This document is used in accordance with article 44.01 of the Collective Agreement between the University of Western Ontario and UWOSA.

Western shall determine the responsibilities of a vacant job and shall define the skills, effort and working conditions applicable to a vacant job in a job description to support recruitment to the vacant position.

Purpose of Position (2 or 3 sentences about why this role exists and how it contributes to the mission and goals of the unit)

The Program Coordinator will facilitate and provide oversight for a wide range of administrative, human resources, communications and financial functions and processes to ensure smooth and efficient administration in the School of Biomedical Engineering. The role interacts with internal and external stakeholders to respond to inquiries and address concerns, while ensuring compliance with relevant legislation and Western's policies and procedures, in order to facilitate the achievement of the School's missions and objectives. The role will monitor and evaluate current administrative processes, and make recommendations regarding the development and implementation of new and revised processes to support continuous improvement and the use of best practices.

In addition, the Program Coordinator is responsible for supporting the effective and efficient administration of the graduate programs within the Department. The role will act as a resource for faculty members, current and prospective students and the public and will provide information on matters related to the graduate programs from the time of inquiry through application, orientation, program progression, examination and post-graduation in a manner promotes the best graduate student experience. The Program Coordinator will act as a resource providing support and guidance regarding University, School of Graduate and Postdoctoral Studies and departmental policies and procedures. The role coordinates the allocation, processing and tracking of graduate student funding, generating data and reports for review, providing administrative assistance to leaders and committees, maintaining and updating program websites and assisting with the development of recruitment and communication materials.

The role is expected to create positive relationships with students and faculty across all Faculties involved in this interdisciplinary program working closely with the four participating

Faculties (Health Sciences, Science, Schulich School of Medicine & Dentistry, and Engineering), as well as the School of Graduate and Postdoctoral Studies and the Registrar's Office to meet all requirements.

Unit Overview

Unit's Mission (2 or 3 sentences about the overall purpose or role of the unit):

Biomedical Engineering (BME) is one of six departments in the Faculty of Engineering. Faculty and staff in BME support and foster the educational and research pursuits of undergraduate and graduate engineering students, while providing the best student experience. BME is a joint initiative of the Faculties of Engineering, Health Sciences, Science, and the Schulich School of Medicine and Dentistry that offers multidisciplinary undergraduate and research-based graduate programs in biomedical engineering and facilitates interdisciplinary biomedical engineering research involving faculty and trainees at Western and its partner hospitals.

Key Goals of the Unit:

- Lead in the cultivation and growth of emerging BME research fields at Western.
- Enhance the breadth and depth of multidisciplinary experiential learning opportunities in BME for undergraduate, graduate, and professional trainees.
- Establish educational and research collaborations with peer BME departments in Canada and abroad.

Key Accountabilities

(a) Describe in point-form the key responsibilities of the position. (typically 5 or 6) (b) As applicable, indicate with whom the role collaborates to perform the work, to whom the work is provided. (c) Indicate relevant metrics to indicate the scope of the work e.g. size of payroll administered, or research funding administered, number of direct or indirect reports, number of students served by position, number of faculty or staff served by position, authorized purchasing amount etc.

1. Applications & Admissions

- Coordinates the departmental admissions process, including ensuring completeness of the application, distributing and tracking applications, supporting selection committees, recording decisions and preparing formal correspondence
- Identifies strong applicants and communicate to faculty members to secure admission into the program
- Verifies faculty funding sources for student admissions
- Coordinates visiting students and prepare necessary documentation for international exchange/visiting students
- Remains continually up-to-date on numbers of fundable students (domestic and international) and program targets for international recruitment and GTA funding, etc. ensuring numbers are not exceeded

2. Scholarship & Awards Coordination

- In conjunction with the Engineering Graduate Office, facilitates graduate student scholarships, internal and external awards and funding packages in accordance with established guidelines
- Coordinates committee meeting to rank candidates and where required, forward to Engineering Graduate Office for consideration in the central competition

- Coordinates internal departmental awards, and where appropriate identify eligible candidates
- Administers OGS Scholarship Program including, assess transcripts for eligibility, communicate decision with students and maintain waitlist

3. Administration

- Implements and monitors administrative processes, and ensures appropriate controls are in place (develops and maintains accurate and confidential files, records and databases); makes recommendations regarding new or revised administrative processes to support continuous improvement and to ensure best practices are utilized
- Prepares reports, statistics and correspondence for the department, as required
- Maintains departmental records, including class lists, enrollment statistics, records of exams, program progression and adjudications and provides related data and reports to faculty members as requested
- Maintains and ensures graduate student registration data is current and this data is accurately reported to the Ministry of Education
- Acts as a resource and participates on various committees, assisting with preparing agendas, meeting minutes, coordinating materials and following up on action items, etc.
- Supports program review processes including preparing statistics, performance indicators and reports for review
- Provides administrative support to ensure timely, thorough, well-managed logistics for department retreats, visiting speakers, meetings, and events

4. Policies & Procedures

- Serves as a point of contact for various inquiries related to graduate programs, graduate students and related matters, responding or referring inquiries to other resources as appropriate (e.g. students in crisis, allegations of misconduct, academic progression issues etc.), using discretion to escalate concerns to a supervisor as required
- Provides guidance to others on an ongoing basis regarding departmental and graduate studies policies, procedures and regulations including application and admission processes, progression requirements, program eligibility and graduation requirements
- In consultation with the Associate Director, Graduate, responsible for the adjudication of graduate students and where necessary flag those with academic progression concerns; issue warning letters to these students and follow up to ensure the conditions outlined in such letters are fulfilled in subsequent terms of registration
- Works with the Director and Associate Director, Graduate, on the development and enforcement of departmental graduate policies
- Implements new procedures and communicate changes or new processes to graduate students and faculty
- Tracks the membership of Department faculty in Graduate Studies; assists faculty members in applying for membership and facilitate transfer to different levels of membership as necessary
- Advocates within the Faculty and with the Western Engineering Graduate Office on behalf of the Program on issues relating to graduate student affairs

- Provides information to new faculty members/lecturers, communicates deadlines and answers questions about department policies and procedures as it pertains to the graduate program

5. Graduate Course & Examination Scheduling

- Coordinates graduate course and seminar scheduling, registration and evaluation processes and the coordination of thesis presentations and examinations
- Builds departmental course graduate timetable each term
- Compiles and uploads grades electronically for approval and submission, reviewing incomplete grades and facilitating a resolution
- Sets up, maintains, and monitors Student Questionnaires on Courses and Teaching (SQCT) system for Biomedical Engineering courses

6. GTA Administration

- Administers graduate student appointments for Graduate Research Assistants and Graduate Teaching Assistants in accordance with the TA Collective Agreement, completing documentation, forms and letters as required
- Gathers information on Teaching Assistant (TA) eligibility and requirements for BIOMED graduate courses and drafts TA allocations for the Director's approval

7. Program Progression

- Advises and counsels students throughout the program
- Tracks student milestones and identify when issues of unsatisfactory program progression arise
- Primary point of contact for graduate students in crisis; determines where and when to refer student to other units/resources as necessary

8. Graduate Payroll

- Processes graduate funding payments through PeopleSoft systems, ensuring students are paid appropriately in accordance with University and Faculty policies governing graduate student funding
- Creates, maintains and updates Mercury profiles of each faculty member and create funding plans for each graduate student
- Tracks and provides guidance on travel bursary processes for graduate students, as required
- Conducts financial reconciliations to ensure accuracy of funding and appropriate speed codes are used

9. Promotion & Recruitment

- Supports the development of print and electronic materials for student outreach and recruitment activities
- Monitors and maintains the departmental website
- Coordinates and attends recruitment and outreach events to promote graduate programs

10. Human Resources

- Supports and facilitates various human resources functions for staff and faculty in adherence to all collective and employee agreements, relevant legislation, and University policies and procedures

- Coordinates faculty collective agreement processes and supports various related committees for annual performance evaluation, promotion and tenure, workload, appointments
- Manages departmental recruitment and on-boarding processes for Limited Duties faculty positions as well as visiting appointments
- Keys, authorizes and reconciles weekly payroll, ensures accurate and timely documentation
- Prepares payroll related paperwork for approval by the Director of Administration
- Verifies and reconciles all pay for appointments for postdoctoral fellows/associates and students within the School
- Collects and distributes cheques from payroll to students
- Provides training and guidance to new employees, part time staff, or students hired by the SBME office to assist with special projects or during peak workload

11. Financial Accountabilities

- Monitors and tracks the BME budget daily; resolves variances and reconciles all accounts on a monthly basis; escalates unusual issues to the Director
- Manages the BME Commercial VISA card use; reconciles monthly for payment
- Assists students, visitors and faculty with their expense reports (travel bursaries, graduate student conference expenses, thesis defense expenses, site visit expenses, etc.)
- Compiles financial data for reports, reviews accounts, expenses and financial data for accuracy
- Monitors journal transfers to ensure accuracy
- Prepares financial reports/spreadsheets for use in budgeting/planning/forecasting

12. Administrative Support to Director

- Main point of contact for the Director
- Coordinates events, appointments and activities in an busy and complex calendar, often juggling multiple priorities and requests
- Books meetings for the Director while ensuring that his project deadlines and objectives are met

13. Other

- Prepares and maintains a chronological schedule of responsibilities for their position, in collaboration with their leader, including all relevant deadlines, procedures and processes and references to other sources (e.g. SGPS); This document is used in the event of absence from the workplace, to ensure that all deadlines are met
- Maintains equipment for loan to faculty and students (i.e. projector)
- Assists with troubleshooting technology and equipment, and places service requests for unresolved issues (e.g. OWL, photocopiers, audio visual equipment) as required
- Assists with the planning and delivery of orientations for new graduate students and maintains and updates graduate student handbook/orientation materials
- Coordinates tracking of graduate desk spaces
- Provides back-up to other members of the departmental administrative team
- Orders office supplies, if required
- Occasionally provides informal orientation or demonstrates procedures to others (e.g. new faculty and staff members)

- Provides administrative assistance to department leaders, faculty members and instructors to support the operation of the department

Scope of Responsibility:

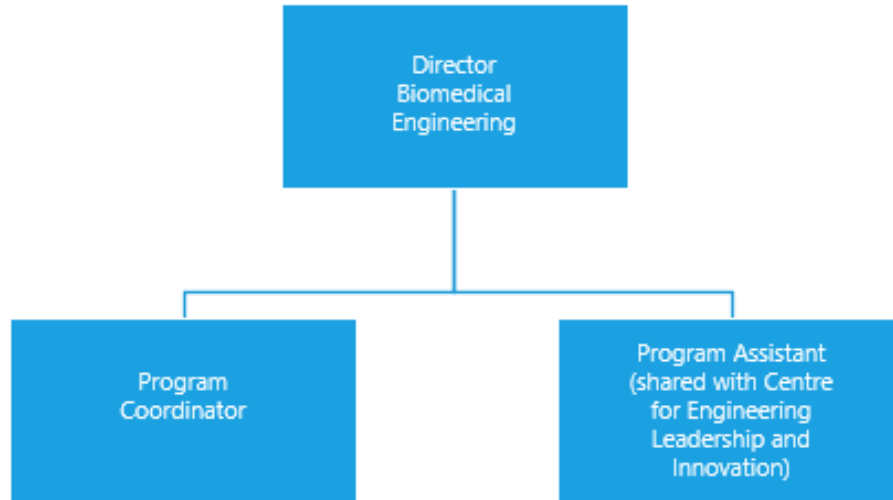
(a) Describe the key decisions and actions made independently by the position (e.g. decisions and actions affecting information, facilities, equipment, supplies, financial resources and safety of others.) (b) Describe supervision received and how the work is monitored

- Prioritizes own workload and assumes daily responsibility for facilitating administrative and academic functions
- Works independently exercising initiative and judgment when making decisions
- Tracking, responding to, or referring all inquiries regarding the program, admission and degree requirements, support, regulations and course offerings
- Uses standard mathematical skills to review program budgets, complete various financial transactions review student grades, apply ranking formula, and develop forecasting and reporting on variances as required
- Assisting with drafting the graduate student funding budget, in order to determine funds available for TA stipends
 - Use of standard mathematical skills to draft forecasts of the graduate budget and develop funding sheets for approval
 - Preparing contract letters and processing funding allocations within established deadlines
 - Explaining the eligibility of students to obtain funding based on policies
- Comparing multiple variables to identify trends in student success, admission averages, admissions numbers, etc.
- Communicating deadlines, ensuring adherence to quality standards, student compliance with program and regulatory body requirements and monitoring progression to ensure continued progress towards completion of the degree requirements
- Maintaining student records and files, inputting student grades and calculating averages
- Conducting an initial review of student applications and transcripts and providing ranking for committee review
- Makes referrals to other University services when appropriate
- Identifying issues, and providing recommendations for changes to internal processes to resolve problems, increase quality of services and meet deadlines
- Exercises discretion and follows policies and procedures with regards to the release of confidential information
- Prioritizes responses to phone, email and in-person inquiries, and resolves many challenging issues independently referring to pre-established procedures before escalating to Leader
- Plans and coordinates logistics of several large events, calendars and meetings/appointments for others as required
- Executes multi-step schedules utilizing advanced software for various processes
- Applies knowledge of data and program regulations to develop reports

- Ensures accuracy, manipulates and maintains records and information within a database, including specialized schedules, grades and student progression
- Coordinates the activities of work-study students and/or other contract staff as required

(b) Planning is overseen and reviewed in advance by the Director.

Work Context: **ATTACH an organization chart that shows to whom the role reports, key peer relationships, students, volunteers, and whom the role supervises if applicable.*



Interpersonal Relationships:

Using the table below describe whom the position regularly communicates with and the purpose of the communication.

With Whom <i>(role, department, organization)</i>	Frequency <i>(e.g. daily, weekly, monthly, annually)</i>	Purpose and Type of Communication <i>(e.g. respond to routine client inquires...) and method (i.e. email, phone and /or in person)</i>
Director	Weekly as required	<ul style="list-style-type: none"> • Exchanges information to support the coordination of the program; via email, phone or in-person • Attempts to respond to complex, sensitive or ambiguous inquiries, before escalating, that require interpretation of academic policies and procedures; via email or in-person • Provides input regarding recruitment materials, website content, and social media; via email or in person • Identifies needs or requests and provides recommendations for action; via email, phone or in-person • Provides updates and drafts reports on program metrics; via email, phone or in-

		<p>person</p> <ul style="list-style-type: none"> Communicates financial information for program, provides forecasting, noting variances to budgets, provides reports; via email, phone or in-person
Faculty Members	Weekly	<ul style="list-style-type: none"> Develops and schedules various program requirements, examinations, meetings, special classes, etc.; via email, phone or in-person Provides support and troubleshoots technology/equipment; in-person Provides data or information upon request (e.g. class lists, grade breakdowns) Provides guidance regarding university and departmental policies related to various programs; via email, phone or in-person Communicates complex funding procedures; via email, phone or in-person
Students/ Prospective Students	Daily	<ul style="list-style-type: none"> Provides guidance and support on academic policies and procedures, and admission, program and degree requirements; via email, phone or in-person Communicates complex funding procedures, procedures for program withdrawal or re-admission, appeals procedures at program and/or SGPS levels; procedures for program requirements (e.g. program requirements); via email, phone or in-person Expresses support for students (e.g. missed an exam, failed course/program requirement); via email, phone or in-person Relays unwelcome information as required (e.g. when an applicant is denied admission to the program) Demonstrates how to complete travel claims; via phone or in-person Facilitates orientation sessions for new students; in person
Committees	As needed	<ul style="list-style-type: none"> Schedules meetings, distributes agendas, minutes and materials, follows up on action items; via email or phone
Office of the Registrar/ SGPS	As needed	<ul style="list-style-type: none"> Inquiries about policies and procedures (e.g. student academic policies and procedures, admissions, enrollment targets); via email, phone or in-person

Minimum Education, Experience, Skills and Specialized Training Required to Successfully Perform the Responsibilities of the Position

a. Education: *Minimum level of formal education and the specific program (if applicable) required for someone to be hired into the position*

Minimum Required:

- 3 year University Degree in Business Management/Administration or relevant discipline

Preferred:

-

b. Years of Experience: *Minimum years of related experience (e.g. 2 years Customer Service)*

Minimum Required:

- 4 years of experience providing financial (payroll, funding, bookkeeping) and administrative support and customer service in an academic environment
- Experience coordinating logistics of a specialized academic program, working with students, faculty, staff and the community

Preferred:

- Experience supporting a graduate program preferred

c. Knowledge, Skills, Abilities and Attributes: *Describe the knowledge, skills and abilities required to perform successfully in the position [including the use of specialized equipment]*

- Familiarity with Western policies and procedures regarding graduate studies, as well as collective agreements (UWOSA, UWOPA, PSAC) would be an asset
- Ability to ensure expenditures and resources are within allotments, and to make appropriate modifications as required
- Ability to explain financial information, policies and procedures effectively to individuals who may have little financial knowledge
- Verbal communication skills to clearly express ideas in an objective manner, and adapt communication style to suit the situation and audience
- Demonstrated ability take initiative, to work independently and follow through on work assignments
- Ability to apply active listening to hear and understand the complete message being communicated
- Competency to maintain confidentiality and treat sensitive information with discretion
- Ability to establish rapport with people from diverse backgrounds
- Demonstrated ability to understand and resolve external and internal partner issues
- Ability to maintain a positive, outgoing attitude with genuine customer service orientation
- Ability to process information with a high degree of accuracy, and follow formal business practices with high attention to detail
- Ability to understand, interpret, and effectively communicate University guidelines, policies and practices to key stakeholders
- Ability to multi-task and maintain an organized and effective personal work environment
- Adapts readily and effectively to changing priorities and demands
- Personable and courteous in working relationships with colleagues, faculty members, students and the public
- Ability to make appropriate decisions and resolve issues by identifying the critical elements of a problem situation and considering each aspect
- Ability to interact professionally with students, staff, faculty, and other members of the University community
- Strong mathematical and analytical skills to complete accurate calculations

- Intermediate proficiency required in Microsoft Office (Word, Excel, Outlook) in order to prepare emails, course outlines, announcements, and to input data into spreadsheets and databases
- Familiarity with software applications used by Western preferred – e.g. OWL, Cascade, PeopleSoft, Mustang Market, specialized databases and scheduling software
- Familiarity with academic calendar and programs offered at Western preferred

d. Specialized Training, Licenses and Qualification: (Type a “Y” to the left of those applicable)

	Class G Drivers License
	First Aid

	Forklift License
	Other:

e. Background Checks Required: (Type a “Y” to the left of any/all required background checks)

Y	Education Verification
	Driver Abstract
	Police Criminal Record Check
	Police Information Check

	Credential Verification
	Credit Inquiry
	Police Vulnerable Sector Check
	Other:

Working Conditions

(Type a “Y” to the left of any applicable conditions where they are a regular part of performing the role. Note: “Regular” is defined as daily or almost daily)

a) Physical Environment:

Y	Normal Office or library
	Lab Environment
	Working outside in a range of weather conditions
	Working indoors in extreme hot, wet, cold or poorly ventilated environments
	Exposure to disagreeable odours
	Sustained machine or equipment vibration
	Exposure to dirt, grease, etc.
	Uncomfortable or cramped work space
	Constraints from personal protective equipment

	Exposure to high noise levels
	Exposure to chemical or biological substances
	Exposure to hazardous substances
	Exposure to contagious illness
	Increased probability of occupational injury
	Probability of physical harm from behaviorally difficult individuals
	Potential exposure to bites or other injuries from working with animals.
	Other (please specify):

B) Psychological Environment:

Y	Emotionally charged situations requiring listening or assistance/support – students in distress who require referral
	Exposure to suffering of others

	Isolated work spaces
Y	Unchanging or repetitive work
	Requirement to remain at work station
Y	Multiple/simultaneous deadlines
Y	Unpredictable / urgent assignments

Y	Ongoing interruptions
	Irregular work hours – occasional
	Evening or weekend work (no shift

	or premium paid)
	Other (Please specify):

Physical Effort:

Y	Alternating positions of walking, sitting and standing, with choice of position
	Maintaining one position without choice
	Bending/crouching
	Lifting/carrying
	Pushing/pulling
	Working in awkward/cramped position
	Walking on rough terrain

	Using/moving light tools and equipment
	Repetitive movements (other than keyboarding)
	Using/moving heavy tools / equipment
	Other (Please specify):

Mental Effort:

Y	Collecting information
Y	Interpreting data
Y	Filing
Y	Data entry
Y	Preparation of correspondence / reports
	Monitoring machines/equipment
Y	Scrutinizing documents/instruments for small details
Y	Spreadsheet creation
Y	Composing content of reports, manuals, correspondence, etc.
Y	Advising students
	Driving

	Using tools (i.e. power or precision)
	Performing experiments/protocols as per Standard Operating Procedures
	Routine equipment calibration
	Graphic design
	Crisis intervention
Y	Summarizing content or transcribing
Y	Analyzing and interpreting information or data
Y	Facilitating meetings
Y	Instructing / demonstrating
	Scientific observation
	Fabrication of tools/equipment
	Other (Please specify):

Additional Notes on Working Conditions and Effort:

Reason for Submission to Human Resources (Type a Y to the left of the reason):	
Evaluation and recruitment of a new role	
Evaluation and recruitment of an updated or redesigned role	Y
Evaluation of a redesigned role that is currently filled	

Distribution of Completed Document: