



**CARLETON UNIVERSITY
POSITION DESCRIPTION**

PART A

Employee Name:

**Title of Immediate Supervisor:
Departmental Administrator**

**Position Title:
Undergraduate Administrator**

**Department:
Cognitive Science**

OFFICER USE ONLY

1. Title:

2. Position No: 298115

3. Level: 07

4. Evaluated by: Date:

5. Approved by: Date:

Part B

Position Summary:

Reporting to the Departmental Administrator, the Undergraduate Administrator is responsible for the administration of the B.Cog.Sc and Post-Baccalaureate programs, as well as the general receptionist duties in the Department of Cognitive Science. The Undergraduate Administrator is also knowledgeable about the duties performed by the Departmental Administrator and the Graduate Administrator such that he/she can cover those duties when during illness or holiday periods.

The Undergraduate Administrator processes a variety of documents critical to undergraduate students' progress through the program, coordinates the regular review of the academic audit, and supports or assists the Undergraduate Supervisor in advising students. The Undergraduate Administrator responds to student inquiries regarding admissions and assists with course selection and registration, as required. The Undergraduate Administrator assists with yearly activities, as required, including orientation and recruitment.

The Undergraduate Administrator is primarily responsible for receptionist duties for the Department, with support provided by the Departmental Administrator and Graduate Administrator. Primary responsibility for the undergraduate portion of the website, accordingly, rests with the incumbent, in consultation with the Undergraduate Supervisor, Departmental Administrator, and the Chair.

Part C

Primary Duties Performed:

1. Undergraduate Administrator Duties [70%]

- Administers the Department's undergraduate academic program: ensures deadlines are met and that the Undergraduate Supervisor is kept current with regard to the Department's and University requirements, policies and procedures. Maintains student record information through Banner and other systems, as appropriate. Co-ordinates reporting of grades, ensuring that deadlines are met.
- Handles all primary undergraduate registration activities, answering general queries in accordance with the Ontario Freedom of Information and Protection of Privacy Act (at the counter, via telephone, voice-mail or email) and, as required, redirects specific queries as appropriate. Also consults regularly with the Registrar's office during this period on behalf of students.
- Submits the potential undergraduate students list to the Undergraduate Supervisor for review.
- In collaboration with the Undergraduate Supervisor, monitors course enrolments during the registration period and adjusts room assignments etc. as necessary.
- Updates list of undergraduate students who have graduated.
- Advises undergraduate students on their program requirements and ensures all degree requirements are met. Advises students by meeting with them and answering questions related to basic program requirements, changing concentrations/major/minors, adding/dropping courses, submitting override requests, as well as straightforward inquiries through cogsci@carleton.ca. Needs to have a high degree of familiarity with the undergraduate program requirements.
- Maintains close liaison with the disciplinary units participating in the department's programs (i.e., Psychology, Philosophy, Linguistics, Neuroscience, and Computer Science).
- Negotiates spaces for students for required courses in other departments.
- Reviews calendar entries of participating departments, and advises Undergraduate Supervisor of changes that may affect students.
- Has the authority to give students "permission to register" in specific courses that may be necessary for their program, then informs the Undergraduate and Graduate Supervisors (as appropriate) of this action. This information is recorded and filed by the incumbent.
- Runs a class schedule time table daily to monitor enrolment status for all Cognitive Science courses (including those which may be cross-listed with other departments), keeping the Chair and Undergraduate Supervisor informed and updated.
- Runs Registration Error Override Request System (CROS) reports for all courses in the unit daily and assesses course availability; checks course pre-requisites and notifies instructors of these requests, in BANNER notifies students of the status of their requests as directed by instructors, enters overrides.

- Prepares documents for undergraduate students such as admissions, program and graduation summaries for the various coordinators and committees, the Registrar's Office, Admissions Office, and other university bodies.
- Co-ordinates preparation of calendar material, ensuring that revisions are made, checked and submitted in a timely fashion.
- Provides administrative support to faculty in the preparation of course outlines and handouts; arranges for the reproduction of course materials and in-class tests; assists instructors with the compilation of course packs (which are reproduced by The Print Shop and sold by the bookstore); collects and checks course outlines each term, maintaining copies on the shared drive.

2. General Support to Departmental Activities [25%]

Serves as receptionist for the Department, answering the phone and over-the-counter enquires. Triages enquires from the Department's general email (cogsci@carleton.ca).

- Schedules the use of the departmental seminar room for classes, meetings and departmental seminars and other academic departments. Updates departmental telephone, office hour, and location directory for distribution to faculty, staff and students. Compiles and keeps a record of each faculty member's posted office hours and keeps on file a profile of contact numbers and locations where faculty can be contacted (for distribution to other staff within the department).
- Contributes to and supports recruitment initiatives at the undergraduate level.
- Provides administrative support for the Department's online experimental participation program (SONA), in collaboration with the faculty member who is the academic advisor for the system.
- Supports the design and maintenance of the Department's website, especially the undergraduate program portions; adds information and news items to the website as required.
 - Reviews and updates information on the website about undergraduate program, ensuring that all information is current and up to date.
 - Drafts material for the website for review by the Undergraduate Committee, Undergraduate Supervisor, and Chair (as appropriate).

Performs Other Duties as Required [5%]

- 1. Other duties as assigned



Part D: Specifications (to be completed by supervisors in conjunction with employee)

1. Knowledge:

(a) Minimum amount of formal education required:

Completion of a three-year university degree.

(b) Minimum amount of work experience required:

A minimum of three years administrative experience in a post-secondary setting.

(c) Minimum amount and type of continuing study required:

The incumbent must remain current on all University and Department policies and procedures relevant to the undergraduate program. In addition, it is important to keep up to date with developments in administrative and academic computer technology. Also, as the incumbent must prepare a variety of reports using tables and charts, and must oversee maintenance of the Department's website, s/he must be familiar with the latest versions of a wide range of computer programs such as MS Outlook, Microsoft Excel, Microsoft Access, HTML, and Banner. Continuous scrutiny of these systems is also required to maintain accurate records within the Department. Must maintain a good knowledge of office coordination and maintenance, and excellent secretarial and administrative skills.

Elaboration on (a) and (b):

The nature of the work requires initiative and the ability to work independently. Problem solving skills and sound judgment are necessary in the day-to-day resolution of problems and in the interpretation and implementation of University, Department, and undergraduate program policies and procedures.

The ability to organize work, determine priorities and work under pressure to meet deadlines as well as the ability to adapt to change is essential. The incumbent must possess excellent interpersonal skills in addressing student needs or queries and in the day-to-day contact with Faculty and the public. Ability to maintain confidentiality is imperative. Excellent administrative and record-keeping skills as well as strong written and verbal communication skills are required. As well, this position requires a thorough knowledge of the University



operating procedures.

Knowledge of the student records database and a comprehensive understanding of past, current, and upcoming rules and regulations with regard to undergraduate studies are assets.

2. Complexity of Duties:

Duties in this position are diverse and varied. The incumbent works independently and with minimal supervision. Time management and organizational skills are essential in completing work of a varied nature with multiple deadlines. The incumbent keeps the Departmental Administrator, Chair, and Undergraduate Supervisor apprised of all administrative matters related to the undergraduate program and provides information on which substantive decisions will be based.

The presentation of information and recommendations made by the incumbent to the Chair and Undergraduate Supervisor with regard to student admissions, awarding of student teaching/research assistantships and the various University scholarships requires judgment, initiative and discretion and are given serious consideration. The incumbent must have the skill and experience to evaluate the scholastic indices of all undergraduate students, including converting foreign transcripts into Carleton's grading system.

3. Accountability:

The administration and coordination of the Department's Undergraduate Degree programs (Bachelor of Cognitive Science and Post Baccalaureate Diploma) rests with the incumbent. Attention to detail is necessary for its smooth operation. Errors are not readily detectable and could have an impact on the Department's administrative, academic, and financial activities. The Departmental Administrator, Undergraduate Supervisor, and Chair rely on the judgment exercised by the incumbent. Errors in judgment may involve incorrect termination of academic standing, with potential personal, financial and academic consequences for the student and the Department and could result in major complaints, inconvenience, loss of valuable time, embarrassment and could seriously affect the reputation of the Department.

If administrative matters are not handled expeditiously, student assistance could be denied.

Errors made in summarizing or compiling students' program requirements, undergraduate audits, and grade point averages for graduation lists could result in a student failing to graduate at that time. This would cause major complaints and cause serious problems for the student, Department and within the Undergraduate Faculty.



Improper and insufficient explanation of complex academic policy to students, staff, faculty and the general public on the telephone and in person may damage the public image of the Department and the University.

4. Nature and Level of Contacts:

(a) Purpose of contacts:

To give, obtain, and exchange information regarding Department and University regulations and procedures; to maintain productive relationships among staff, faculty and students; to communicate effectively with the general public; to build effective working relationships among faculty, other staff and students; to coordinate and meet the needs of visitors, including potential students and their parents.

b) Level (check one) - regular and continuous only and as specified in Part 'C'

- other employees in same work unit or office.
- the above plus students; faculty in the same work unit; or employees from other departments or offices at a similar job level to the incumbent.
- the above plus the general public, faculty and staff at a more senior level from other departments or staff at equivalent levels outside the university.
- all the above plus senior University executives and senior officials from government, private industry, other universities, etc.

5. Supervision/Management

a) Describe the type of supervisory/management control exercised. Indicate responsibility for overall direction of a section/department/unit either independently or through subordinate supervisors if applicable.

N/A

b) Indicate the level of employees directly (not through subordinates) supervised.

- i primarily support
- ii primarily specialized technical, Administrative or journeyman trades
- iii primarily supervisors of (ii), or managers of section consisting of (i) employees
- iv primarily management level



c) Indicate number directly supervised.

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Signed by:

Employee

Date

Approved by:

Chair

Date

Dean, Faculty of Arts and Social Sciences

Date