

## Job Description

(For Positions in UNIFOR Local 5555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD00994</b>	Pay Grade:	<b>8</b>
JD Title:	<b>Program Administrator (Bilingual)</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Program</b>		

### General Description

Accountable for developing, implementing, and maintaining the efficient operation of an academic program or department. Responsible for providing overall administrative direction including coordinating all aspects of the program such as curriculum administration, implementation, promotion, recruitment, admissions, resource management, and financial management. Requires independent decision making within a delegated area of authority and the exercise of leadership in the management of support services. Requires performing the full range of duties in another language.

### Representative Duties & Responsibilities

- Provide administrative direction regarding the goals and objectives of the program by examining, reviewing, and assessing long-term and immediate needs.
- Identify and analyze problems with the program and prepare recommendations for review and approval by the program Director.
- Collect, analyze, assess, and summarize information relevant to the decision making process and develop recommendations for final approval and implementation.
- Advise registered and prospective students of program options and requirements which requires maintaining knowledge of course and program curriculum.
- Counsel students to ensure that they understand that course and program selections adhere to established academic, prerequisite, and graduation requirements.
- Assess student priority for limited registration in courses and provide suitable alternatives to meet degree requirements.
- Provide students with information regarding program policies and information about program requirements.
- Use existing admissions criteria to assess program applications and determine which applications are declined admissions and which are eligible for acceptance.
- Review and evaluate academic records to ensure students are eligible to continue in and graduate from the program.
- Investigate questions and resolve problems concerning program, curricula, and admissions.
- Act as a mediator between faculty and students when dealing with various issues, including but not limited to, special accommodations, scheduling conflicts, grades.
- Gather and compile information required for a variety of documents and reports, including but not limited to, program accreditation, enrolment, and degree audits.
- Develop estimates of time, resources, and budgets for various program activities and events.
- Develop the program budget for review and approval.
- Implement and maintain the program budget. Create financial projections and makes adjustments to the program budget throughout the fiscal year.
- Exercise appropriate controls, monitor, and reconcile accounts.
- Develop marketing and advertising brochures for a variety of purposes, functions, and events.
- Promote the program to visitors and representatives both internal and external to the University.
- Represent the program at various recruitment events.
- Create content for the program website. Update information and maintain the website.
- Survey and monitor academic programs offered by competing institutions and conduct research into pedagogical practices.
- Conduct student surveys to ensure that academic programmes are meeting the needs and objectives of both the student and the program.

## Representative Duties & Responsibilities

- Prepare and deliver presentations.
- Facilitate meetings with, including but not limited to, program stakeholders and student groups.
- Plan and coordinate arrangements for annual events and meetings.
- Source pricing information and independently makes decisions regarding the purchase of equipment and supplies for the program.
- Input financial and other information required to process payroll.  
Update and maintain student records and databases.

## Supervision

- Ongoing responsibility for hiring and supervising up to 9 casual employees at any one time.
- Occasionally provide orientation and show procedures to others.

## Qualifications

- Bachelor's degree in a relevant field.
- Requires a minimum of 3 years of relevant experience.
- Must be bilingual in English and another language.

## Effort

### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process documents, enter data into databases and enter financial information into spreadsheets.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information and files to word process routine documents such as correspondence, forms, and inputting data into spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Identifying and analyzing problems with the program and preparing recommendations for review and approval by the program Director.
  - Collecting, analyzing, assessing, and summarizing information relevant to the decision making process and developing recommendations for final approval and implementation.
  - Counselling students to ensure that they understand that course and program selections adhere to established academic, prerequisite, and graduation requirements.
  - Acting as a mediator between faculty and students when dealing with various issues, including but not limited to, special accommodations, scheduling conflicts, grades.
  - Developing the program budget for review and approval.
  - Implementing and maintaining the program budget. Creating financial projections and making adjustments to the program budget throughout the fiscal year.
- A typical work day occasionally requires high mental effort for activities such as:
  - Providing administrative direction regarding the goals and objectives of the program by examining, reviewing, and assessing long-term and immediate needs.
  - Facilitating meetings with, including but not limited to, program stakeholders and student groups.

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## **Working Conditions**

### **Physical Environment:**

- There are no adverse physical environment conditions inherent to the job.

### **Psychological Environment:**

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with multiple requests and simultaneous deadlines.

### **Health & Safety:**

- Risk to the incumbent is no higher than for the general population.