COORDINATOR, SCHEDULING/ADVISING

The Coordinator, Scheduling/Advising coordinates the scheduling of courses and participates in academic advising activities for the Beedie School of Business (Beedie) Undergraduate Program.

DUTIES AND RESPONSIBILITIES

1. Coordinates the scheduling process for the Beedie School of Business (Beedie) undergraduate program for the SFU Burnaby and Surrey campuses by:
   - Organizing the review and determination of major deadlines for the production of timetable and examination schedules.
   - Adjusting the schedules on an on-going basis, in consultation with faculty.
   - Collecting and compiling information regarding course offerings, faculty availability, space constraints, etc.
   - Identifying and resolving challenges and issues with course scheduling under the guidance of the Supervisor and in consultation with the Director.
   - Ensuring up-to-date information is available on any changes made to the schedule (additions/deletions, instructor changes, etc.).
   - Ensuring that the course schedule adheres to the SFU Course Scheduling Policies.
   - Ensuring the accuracy of registration restrictions which facilitate the smooth and correct registration of students into Business courses.
   - Ensuring the requisite and reserve coding allows for limited and controlled course access, in consultation with the Supervisor and SFU Scheduling.
   - Proofing the final version of the course schedule within the Schedule of Undergraduate Programs document.
   - Scheduling courses in various computer labs and seminar rooms that are under the jurisdiction of the Faculty.
   - Negotiating rooms and time changes with the Scheduling office, faculty, and instructors.
   - Addressing scheduling conflicts and assessing alternative options in consultation with faculty and instructors, the Scheduling office, and the Director.
   - Participating in the review and revision of business processes, working collaboratively with other business areas and technical personnel.
   - Participating in the compilation of ideas for best practices and presenting recommendations for review and/or adoption.
   - Developing and maintaining a scheduling manual.
   - Creating a communication plan to inform senior management, staff, faculty, instructors, etc., of planned deadlines and any updated policies and/or procedures pertaining to the scheduling process.
   - Coordinating and delivering updates and training to team staff on administrative processes related to scheduling, including adds/overloads, waitlists, course reserves, prerequisites.
   - Making recommendations on projected course offerings and enrolments and ensuring the accuracy and currency of information maintained in the databases (SIMS and TRACS).

2. Supports the academic advising team by:
   - Providing academic advice and administrative support to prospective and enrolled undergraduate students in accordance with University, Faculty, and program policies, procedures, and regulations.
   - Reviewing degree and program requirements, transcripts, graduation applications, requests for pre-requisite clearances, waivers, course overloads, audit, etc.; and making referrals to faculty and administrative staff as appropriate.
   - Providing information on a variety of topics (e.g., admission requirements, course selection, deadlines, etc.)
   - Monitoring student progress and overseeing registration clearances, course changes, and program approvals; and assisting students with course adds and overloads during second and third weeks of classes.
   - Acting as a liaison between students, instructors, and university administrators to ensure university regulations are followed.
• Determining appropriateness of requests for withdrawals and recommends appropriate course of action in accordance with university regulations.
• Providing individualized advising to students in academic difficulty, and providing alternative program and Faculty options as applicable.
• Communicating with senior students regarding degree-completion requirements.
• Reviewing and approving graduation applications to determine credential eligibility.
• Liaising with various departments to confirm completion of joint programs and minors, as well as confirmation of business minor students within Faculties other than Business; contacts students where completion issues arise.
• Making individual recommendations to the Director for the waiver of major/degree requirements, as appropriate.
• Communicating with staff in the Career Management Centre and Student Engagement Office etc., to ensure a mutual exchange of information regarding programs to assist students with options and planning.
• Developing and delivering new student transition related programs to aid with transition and success in the university and faculty.
• Testing systems that facilitate the retrieval of information for Faculty and program admission, graduation reports, student progress reports, etc., both internal to the Faculty and with student service units, as appropriate; and providing feedback as required.
• Ensuring the maintenance of associated records, files, and appropriate resource materials to support student success.
• Participating in Faculty and University Committees by providing information. Conducts research and prepares materials and reports for review, etc., to contribute to discussions and decision-making (i.e. Academic Progress Report Committee)

3. Conducts special projects related to student retention and success.

IMPACT OF DECISION MAKING
Makes decisions regarding:
• Advising on students’ programs based on individual backgrounds and progress.
• Selection of eligible and appropriate candidates for admission and T.A. selection based on Faculty and University policy.
• Development and delivery of new student transition programming.

Primary Working Relationships
The Coordinator liaises with Beedie’s Director, Undergraduate Programs, faculty, instructors, and the Scheduling office to build term course schedules and develop multi-year, long-range plans for future terms. Attends Undergraduate Curriculum Committee meetings to provide feedback on proposed changes in relation to the student experience, scheduling processes and policies, and systems capabilities.

QUALIFICATIONS
Bachelor’s degree in Business Administration and two years of related experience, including experience in course scheduling and academic advising, or an equivalent combination of education, training and experience.

Excellent knowledge of university policies and procedures relating to course scheduling, undergraduate admissions, registration, and graduation.
Excellent communication (verbal, written and presentation), interpersonal, conflict resolution, organizational, research, and problem-solving skills.
Excellent organizational, time management, and project coordination skills.
Ability to exercise mature judgment, initiative, tact, and diplomacy.
Ability to analyze and resolve problems quickly, efficiently, and collaboratively.
Ability to work independently, and meet deadlines.
Ability to design and deliver training to team staff on administrative processes related to course scheduling.
Ability to analyze data and prepare reports.
Ability to explain and apply policies.
Ability to multi-task and to meet strict deadlines.
Proficient in the use of word processing, database, spreadsheets, and student information systems (SIMS, TRACS).
Ability to arrange suitable transportation when traveling to work at any of the SFU campuses.