

Benchmark Title	Grad Student Support 1
Group	[3] Administration – Academic/Students
Sub-Group	(c) Graduate Student Support
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 3) [Job Code 285901] . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 285902] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 4) [Job Code 285902]
Scope & Level Definition	Jobs at this level provide front-line assistance to current and prospective graduate students providing information and assisting in the resolution of routine issues.
Sample Duties at this Level	<ul style="list-style-type: none"> . Responds to routine inquiries on issues related to graduate admissions in accordance with university and departmental guidelines . Oversees course registration and production of class lists by performing duties such as monitoring registration, creating wait lists, moving students off wait lists as seats become available, and advising students of their admission status . Processes mail for the graduate program by performing duties such as screening incoming mail and materials, and matching mail with graduate applications . Maintains online application systems, department databases, and manual filing systems by performing duties such as extracting and compiling data, contacting faculty and students to obtain information, and updating records and files . Updates and monitors the status of graduate applications by performing duties such as assessing applications for completeness and eligibility based on established policies, checking applicant files for completeness, ensuring that necessary documentation supporting the application is received, following up on incomplete applications, and sending replies regarding the application decisions . Coordinates teaching evaluations by performing duties such as preparing evaluation packages, distributing to instructors, following up to ensure completion, and preparing summary reports . Orders course textbooks, follows up to confirm availability of orders, and ensures that textbooks are available in the bookstore on time . Books rooms for classes, meetings, and tutorial sessions . Disseminates news and event information to students and faculty by performing duties such as updating web pages, and posting information electronically and on posting boards . Performs administrative duties, such as photocopying and collating student packages, assisting in the preparation of recruitment material and application packages, coordinating the binding of theses, signing out equipment and supplies, filing, and processing mail and faxes . Coordinates office assignments by performing duties such as maintaining inventory of offices and overseeing the distribution of keys
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related training, plus two years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected

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Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>Moderate interpersonal skills are required</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical office setting . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue is caused by the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent has the ability to change to alternative tasks requiring less sensory effort
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Benchmark Title	Grad Student Support 2
Group	[3] Administration – Academic/Students
Sub-Group	(c) Graduate Student Support
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 6) [Job Code 286001] . Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 286002] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 286002] . Second Language required, plus Supervision Level 5 (Pay Grade 8) [Job Code 286003]
Scope & Level Definition	Jobs at this level provide front-line assistance to current and prospective graduate students, providing information and assisting in the resolution of moderately complex issues.
Sample Duties at this Level	<ul style="list-style-type: none"> . Advises students on graduate issues, such as student program requirements, registration status, and graduation and fellowship deadlines . Assists students who are having difficulties, referring as appropriate . Advises faculty on issues pertaining to procedures and protocol . Evaluates transcripts, including international transcripts, against admission requirements, based on faculty policy . Resolves problems regarding new applications, and current and graduating students . Performs award administration duties such as distributing application materials, providing information on application deadlines, evaluating transcripts, and collecting and photocopying completed application materials for distribution to a committee for review and ranking . Compiles and publishes graduate course offerings, coordinating with faculty and staff as required . Performs processing duties related to graduation, such as creating checklists for student graduation, and liaising with the Records department to resolve problem situations . Prepares appointment notices for teaching assistants, markers, and research assistants, and processes timesheets . Enters and submits grades in accordance with University and departmental policy and procedures
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus two year post-secondary diploma, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions

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Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
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Benchmark Title	Grad Student Support 3
Group	[3] Administration – Academic/Students
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BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 8) [Job Code 286101] . Supervision Level 3, 4, or 5 (Pay Grade 9) [Job Code 286102] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 9) [Job Code 286102] . Second Language required, plus Supervision Level 5 (Pay Grade 10) [Job Code 286103]
Scope & Level Definition	Jobs at this level provide front-line assistance to current and prospective graduate students, providing information and assisting in the resolution of complex issues.
Sample Duties at this Level	<ul style="list-style-type: none"> . Resolves complex problems related to graduate students in consultation with graduate advisor or supervisor . Performs financial duties such as planning for and managing a budget, with signing authority over accounts such as supplies and teaching assistant salaries . Coordinates all aspects of graduate program admissions, including the selection process and bringing cases requiring special adjudication to an admissions committee for determination . Advises prospective students on issues such as requirements for admission, immigration documentation, and employment authorization . Coordinates and explains the admissions appeal process . Liaises with other academic institutions to identify barriers to increasing enrollment, and makes recommendations for improvement . Follows up on student awards by processing documentation and ensuring students receive awards . Performs administrative duties such as composing complex correspondence and reports, preparing student files, overseeing storage, retrieval, and destruction of archival materials, and developing and maintaining promotional material for the program . Responds to a variety of written, email, and oral inquiries of an interpretive nature
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus two year post secondary diploma, plus four years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects

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Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
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