

POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	Program Assistant		
DEPARTMENT:	Sociology		
POSITION NUMBER:			
GRADE:	6	EFFECTIVE DATE:	August 1, 2022

JOB SUMMARY:

This is a 10 month contract hire from August 1, 2022 until May 31, 2023.

Reporting to the Department Manager, and the SOCY 122 section 001 instructor the incumbent is responsible for supervising SOCY 122 Teaching Assistants (TAs), and ensuring consistency in the quality of the educational experience among all SOCY 122 tutorials and assessments for this section.

KEY RESPONSIBILITIES:

- Under the guidance of the course instructor(s) and the Undergraduate Coordinator reviews the course learning objectives, and ensures that the assessment and instructional activities (on line materials, text, quizzes, lectures and library assignments) are well aligned with the learning objectives as set by the instructor(s) and the Department.
- Provides support for active learning in the classroom.
- Provides work direction, and technical/functional guidance to TAs. Provides project management by scheduling and assigning work, and by overseeing its completion. Coordinates and monitors work flow. Monitors and oversees TA attendance. Reviews assignments and provides feedback on work to TAs. Provides input on work performance to the instructor(s) and the Department Manager. Provides coaching and feedback on work quality issues, providing related day-to-day supervision. Escalates unresolved performance and/or disciplinary matters to the instructor(s) and the Department Manager.
- Manages and maintains a central database of course materials (checklists, quizzes, guides, rubrics and exam bank) on the teaching platform. Ensures course effectiveness by monitoring and reporting on the validity and reliability of all assessments. Identifies and recommends opportunities to improve course effectiveness to the instructor(s), and manages or assists in the implementation of approved changes.
- Ensures a smooth learning experience for students: Collects, analyzes, monitors and reports on student expectations and satisfaction, and adjusts communication strategies as needed; monitors and liaises as needed with the instructor(s) to ensure that course materials are revised and posted on time. Works with ITS to trouble shoot problems with on line materials as they arise.
- Acts as a resource for SOCY 122 students, and provides advice and support including the identification/contact with at risk students, provision of appropriate accommodation, and timely handling of appeals.

- Manages and maintains accurate student records, including accommodations and considerations, grade sheets, tutorial lists, and ensures grades are posted on the teaching platform in a timely manner and supports the instructor(s) in uploading final grades to PeopleSoft.
- Coordinates accommodations for in-class tests and assignments.
- Manages special projects in support of improving the learning experience for students.
- May take on a tutorial section if needed and/or replace a TA when they are unable to attend their tutorial section and/or work with the TA to find a suitable replacement.

REQUIRED QUALIFICATIONS:

- Master's Degree in Sociology, or equivalent.
- Past teaching assistant experience.
- Experience in a supervisory role is preferred.

SPECIAL SKILLS:

- Familiarity with active learning and course design principles.
- Excellent communications and interpersonal skills are necessary; incumbent must be able to interact effectively with a wide variety of people from every level of the university structure.
- Strong organizational and planning skills, in order to coordinate work of department and individuals.
- Incumbent should be able to solve unexpected problems as they arise, referring only extremely complex problems to supervisors.
- Effective supervisory skills and ability to motivate and create a positive work environment.
- Advanced administrative skills, including use of computers for word processing, spreadsheet, and database management.
- Knowledge of OnQ and Excel, preferable; ability to adapt to new technologies and provide initial troubleshooting with software

DECISION MAKING:

- Finds solution to unanticipated problems, for example: Last minute reassignment of duties (asking another TA to step in to facilitate a tutorial or grade in place of another) and decide whether complexity of the problem warrants the involvement of more senior staff. Determine how problem/solution will impact project development.
- Determines priorities and makes decisions about TA duties and the assignment of work to achieve optimum efficiencies and productivity. Assesses TAs' training needs and makes recommendations for internal or external training to attain proficiency. Monitors and assesses output and the quality of TAs' work, and recommends need for formal training or development plans to the instructor(s) and the Department Manager and identifies possible TA performance and/or disciplinary issues.
- Determines when to respond to student requests for support, escalating or redirecting to others as appropriate.

- Recommends new procedures and changes to existing procedures in order to positively impact course operation and to avoid future difficulties
- Decides how best to analyze data, thresholds for removing weak test items.
- Determines whether course materials are accurate and appropriate, in consultation with the instructor(s).
- Determines what information should be distributed to the TAs, and in what format. Decisions will be made based on the relevance of the information and the impact that recipients can have on the project outcome.
- In consultation with the instructor(s) and the Department Manager, determines the scope, timeline and resources required to successfully project manage. Decides on success criteria, key project milestones, and deliverables, and determines when variances from the project plan require involvement of more senior staff.

Employment Equity and Accessibility Statement

The University invites applications from all qualified individuals. Queen's is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Aboriginal Peoples, persons with disabilities, and persons of any sexual orientation or gender identity. In accordance with Canadian Immigration requirements, priority will be given to Canadian citizens and permanent residents.

Please send applications to:

Wendy Schuler, Department Manager (schulerw@queensu.ca)
Department of Sociology, Queen's University
Kingston, ON, Canada K7L 3N6

Applications will be received until **April 29, 2022**. Review of applications will commence shortly thereafter, and the final appointment is subject to budgetary approval. Additional information about the Department of Sociology can be found at <http://www.queensu.ca/sociology>.