

Coordinator II – GTAT C

A **Coordinator II** role involves managing project timelines, compiling and analyzing data for reports, and facilitating communication across teams to ensure alignment and timely delivery of key milestones. The position supports training and onboarding, oversees program changes, and serves as a central resource for resolving procedural inquiries. This position is responsible for synthesizing and maintaining documentation such as SOPs, guides, and training materials.

Typical Duties may include some or all the following:

- Generation of customized spreadsheets or reports, compiles data and provides analysis for internal/external reporting and decision making.
- Gather, organize and present reports and summaries for supervisors, staff, and other management.
- Provide regular status updates and identify problems or inconsistencies with managers. Recommend changes and implement solutions. Relay updates between departments or teams
- Conceptualize timelines for projects and monitor milestones to meet key deliverables. Follow up on overdue items to help maintain project schedule and flag upcoming or potential delays to supervisor.
- Monitor and track project/program tasks through task management tools or shared inboxes
- Coordinate and facilitate regular team meetings to ensure project/program needs are being met; Communicate schedule changes, project/program changes and confirmation to ensure alignment among team members.
- Assist with addressing any problems or concerns from team members; unusual problems or exceptions are to be referred to supervisor.
- Analyze a range of information in proposals to ensure compliance with agreements, institutional, and program policies.
- Liaise with vendor, contractor, or external team for routine or transactional requests.
- Assists in designing and delivering customized staff training, developing training materials and guides, and maintaining online training systems.
- Onboarding new team members or students. Provide orientation materials, instruction on procedures, and help get new hires set up with tools and systems. Ability to answer moderate questions to processes with little assistance.
- Synthesize content for formal documents such as SOPs, guides, manuals, checklists, training materials and other documentation
- Coordinate testing for system upgrades or changes; compile and gather feedback on issues, errors, usability, and/or functionality. Validate technical changes are made by system administrators.
- Oversee data cleanup and migration effort during system transitions
- Compose announcements and reminders about deadlines, policy change, or upcoming events
- Point of contact for project/program inquiries; provide interpretation on policies, procedures, or other relevant documentation. Provides procedural guidance and information to faculty, staff and students regarding processes, procedures, or other project/program items.

Decision Making/Accountability:

Works within defined guidelines and procedures, but exercises judgment in establishing priorities to meet the immediate and changing demands. Solves some significant problems; new, unusual problems or exceptions are referred to supervisor.

Contacts/Interpersonal Skills:

Contacts and interactions may include, employees within and beyond immediate work area or research project, contacts within the campus environment. This consists mostly of maintaining positive relationships and to discuss, present, and share ideas. May require appropriate tact to discuss problems and make recommendations and provides functional guidance as required. May occasionally liaise with external vendors or contractors.

Supervision Received:

Works under general supervision in carrying out phases of duties and responsibilities as determined by established guidelines or procedures set by the department and university.

Supervision Exercised:

None; Serves as a channel through work is directed and/or checked; may act as a resource for others; provides functional guidance to faculty, staff or student.

Working Environment:

Work is generally performed in an office or laboratory setting with regular use of computer screens and potential exposure to strain or fatigue. May be required to attend off campus meetings. May experience interruptions and occasional verbal abuse.

Minimum Qualifications:

- 2 years of post-secondary education with some experience in a similar coordinator role required
- May include (but not limited to), a business administration or related program to acquire more specialized skills/knowledge with some experience and exposure to an office in a post-secondary environment
- Or equivalent combination of education and experience