

## Job Description

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<b>Job Title:</b>	Co-op Operations Manager – Onboarding & Retention
<b>Department:</b>	Co-operative Education
<b>Reports To:</b>	Director, Co-op Services
<b>Jobs Reporting:</b>	Account Co-ordinator, Account Co-ordinator - Onboarding & Retention
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	July 2023

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### **Primary Purpose**

The Co-op Operations Manager- Onboarding & Retention ensure operational activities and processes within Co-operative Education maximize success of students and employers in the hiring process, and that the employment process is carried out in an efficient, cost effective and service focused manner. The manager focuses on the strategic approach of onboarding new employers, continuous improvement, calendar execution and supporting the rank/match process. They lead the strategic development of training materials for process onboarding.

This role has a high impact on Co-op employer/student relations and graduating, alumni and other job boards. Escalated issues presented to the Manager must be dealt with promptly and effectively. These actions may affect the success of employers and students and have an overall effect on student success and employer retention. In collaboration with the Director, Co-op Services, provides a leadership role in the Co-op department in defining a service focused environment, defining, and ensuring staff adherence to team metrics, and enhancing the overall quality of service to all stakeholders.

The Operations team works closely with the Service team. These two teams are co-dependent on each other to ensure the success of the end-to-end employment process for employers and students. There are several handoffs throughout the term and each team must ensure all aspects of the process are carried out completely to maximize efficiency of the process and service provided.

### **Key Accountabilities**

#### **Service Excellence**

- Leads the creation and execution of service standards for the Operations team.
- Fosters a culture of exceptional customer service and ensures staff handle interactions professionally, effectively, empathetically, and in accordance with the University's values regarding diversity, accessibility, and inclusion.
- Leads the development and delivery of the evolving services and associated standards.
- Defines team metrics for the process onboarding of new employers and employer contacts.

#### **Service Delivery**

- Manages a team of full time permanent, part time permanent and contract staff to maximize success of the employer hiring experience.
- Develops staffing model to coordinate workloads among all staff during peak and non-peak periods to enable cost-effective delivery of services.
- The Core Employment System (WaterlooWorks) continues to evolve with the introduction of new co-op initiatives every year. Trains staff in Operations to ensure that they are abreast of the latest system changes.

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- Maintains integrity, efficiency, and effectiveness of the core employment processes for all users, ensure tight deadlines are met. Advocate for stakeholders as processes change to ensure the process changes do not degrade service provided to co-op students and employers.
- Leads development of employer resources to support their hiring process.
- Coaches team on delivery of employer training to groups of employers to maximize impact.
- Interprets policies and guidelines to establish efficient and effective procedures.
- Manages how changes are implemented to ensure staff are trained and equipped to provide a positive experience for employers that complements hiring strategies to increase job fit and job match success.
- Manages strong relationships between Co-op Services, other CEE units, and campus partners who are key stakeholders in our operations. Must maintain strong relationships with the CEE Business Services team as they implement system and process changes. Identify system issues related to team activities and report them to the CEE Business Services team for resolution.
- Leads cross-functional working groups and initiatives related to streamlining processes, continuous improvement and enhancing services for stakeholders.

### **Knowledge Expertise**

- Oversees execution of end-to-end core employment process related to employer job posting and hiring. Directs supports provided by the Account Co-ordinators and ensures coordination between the service teams. Identifies process issues as they arise and escalates to appropriate team.
- Manages team to execute employer onboarding for new employers.
- Acts as escalation point for employers regarding higher-level decision-making and challenges.
- Thorough understanding of the Arrange Own Job (AOJ) process.
- Develops strategies and training for team members to overcome objections to our process and service approach.
- Runs the Rank/Match process.

### **Lead and manage direct reports and ensure the delivery of results in support of CEE mission, vision and guiding principles including:**

- Directly manages several staff members in the execution of the Core Employment Process.
- Leads all hiring, developing, and retaining the best qualified staff available from inside or outside Co-operative Education.
- Sets goals and expectations and helping employees create clear paths to success.
- Develops effective work team dynamics.
- Ensures appropriate documentation, back up, support and cross training to manage capacity.
- Manages performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.
- Implements Account Co-ordinator – Onboarding & Retention Career Path for growth in the role and development in their career.
- Identifies development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development.

### **Provide overall leadership to the organization by:**

- Implements mission, vision and guiding principles for the Operations team and play a leadership role in bringing them to life.
- Contributes to the development of annual goals and objectives. Provide leadership, direction and strategic planning for the Operations team based on the overall strategy for Co-op Services.
- Monitors business practices to ensure that the Operations team has the appropriate practices and processes to work effectively for all stakeholders both within and external to the University.

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- Supports the development of new capabilities required by the introduction of new systems, tools, or processes within CEE Business Services.
- Develops productive, collaborative working relationships across Co-operative and Experiential Education and uWaterloo.
- Leads or contributes to the identification, development, and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance.
- Develops internal/external customer service standards, monitor satisfaction with service delivered and take action to restore and enhance service quality.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures, and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess, and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- University undergraduate degree in Business Administration, Operations Management or related field, or equivalent combination of education and experience

#### **Experience**

- 5 years of experience in a service focused organization, including leading and managing teams.
- Demonstrated success in leading change efforts.
- Experience in successfully resolving challenging customer service issues.
- Experience leading and mentoring target driven teams to achieve strategic goals.

#### **Knowledge/Skills/Abilities**

- Proven skill in relationship management and achieving results using a collaborative approach.
- Knowledge of Co-op business processes and existing CEE applications considered an asset.
- Broad understanding of academic programs and unique requirements of students/employers an asset.
- Excellent organizational, analytical, and problem-solving skills and strong oral and written communication skills.
- A high tolerance for ambiguity with a self-motivated attitude that can manage conflict constructively.
- Approachable, people-oriented, able to build a strong team and a constructive work environment.
- Intermediate to advanced skill level in Microsoft Office suite.

### **Nature and Scope**

- **Contacts:** Internal: The Co-op Operations Manager deals with, motivates, and influences direct reports and co-workers in daily interaction with students and employers, and discusses problems with other Co-op Services team members, Co-op and CEE staff, and the broader CEE leadership team to understand and assess the impact of process or system changes. Externals: The Co-op Operations Manager deals with and influences employers to resolve difficult situations and support unique interview and hiring requests to retain strong employer relationships.
- **Level of Responsibility:** The Manager works with minimal supervision to manage a large team. This position is responsible and accountable for the quality and accuracy of service delivered to employers, which can have significant impact on the reputation of Co-op, CEE, and the University. The Manager has the ability and authority to resolve all escalated employer issues as necessary.
- **Decision-Making Authority:** The Co-op Operations Manager makes day-to-day decisions on hiring, staffing and workload balancing, makes decisions impacting the outcome of the employment process, and interprets policy and guidelines. The Manager makes day of interview decisions that impact the

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students and employers experience. Through the rank/match process, the Manager must closely monitor which jobs to include in the process.

- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain, or risk of injury. It may involve constant interruptions from e-mail, face to face interaction and phone.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable (e.g. dealing with employers who have escalated an issue), lack of control over work pace due to control by machine or work process (e.g. working with a system with limited functionality to meet employer needs, or unpredictable breakdowns that may cause moving immediately to a manual process) and constant interruptions (e.g. employer issues, phone desk, event crisis management, staffing coverage, etc.). Service support during main interview periods will require work outside of core business hours from (e.g., weekends or 7:00 a.m. to 8:00 p.m.). Irregular and/or high volumes and multiple and/or tight deadlines beyond one's control.