

Job Description

Job Title:	Regional Manager
Department:	Co-operative Education
Reports To:	Director, Employment Relations
Jobs Reporting:	Employment Relations – Student Advisors, Account Managers, Business Developers
Salary Grade:	USG 13
Effective Date:	January, 2020

Primary Purpose

The Regional Manager leads, manages and coaches a geographically diverse team of Account Managers, Student Advisors and Business Developers who are responsible for building productive relationships with employers and students that lead to retention of jobs, job opportunities for creditable work terms and an overall positive work term experience for students and employers. The Regional Manager ensures efficient and effective teamwork and consistency of process and service within their region and CEE. The Regional Manager will develop, plan and execute a Strategic Plan to focus efforts on the areas of greatest priority within their region according to the targets and metrics set by the CEE Executive team.

Key Accountabilities

Ensure co-op student success within region

- Ensure consistent application of processes by Student Advisors on all aspects of student interaction
- Support Student Advisors to ensure high level of service during work consults
- Engage with Co-op Student Experience Manager on developing and utilizing mechanisms for student feedback

Ensure employers receive appropriate support in all interactions with Co-operative Education contacts

- Ensure Account Managers strategically plan their employer visits in advance and that account managers/employers participate in recruitment summaries
- Assist and support Business Developers in creating and executing job development strategies and plans for their regions
- Promote and ensure focus on Hire Waterloo (hiring for co-op, graduate and summer jobs)
- Ensure consistency of recruitment summary plans across region so all employers go through the same process
- Assist in the creation and implementation of an employer recognition framework and employer retention strategy with the Communications & Marketing team

Lead and manage direct reports and ensure the delivery of results in support of Co-operative Education mission, vision and guiding principles including:

- Providing information and context needed for the employee to be effective
- Hiring the best people available from inside or outside Co-operative Education
- Setting goals and expectations and helping employees create clear paths to success
- Developing effective work team dynamics
- Holding employees accountable for performance including consistent application of Co-operative Education business processes

Job Description



<ul style="list-style-type: none">• Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones• Identifying 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 <ul style="list-style-type: none">• Personally champion mission, vision and guiding principles and play a leadership role in bringing them to life• Provide input to leadership, direction and strategic planning for Co-operative Education• Monitor business practices to ensure that Co-operative Education has the appropriate practices and processes to work effectively internally and represent UW externally
Lead the development of new capabilities required by the introduction of new systems, tools or processes. Develop productive, collaborative working relationships across Co-operative Education and UW <ul style="list-style-type: none">• Lead the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, timeliness, staff capability and performance• Develop internal/external customer service standards, monitors satisfaction with service delivered and take action to restore and enhance service quality• Participate in working groups, Initiatives, committees and projects that builds on new and existing best practices and continuous improvement

Required Qualifications

Education <ul style="list-style-type: none">• University undergraduate degree, preferably with a business component
Experience <ul style="list-style-type: none">• A minimum of 5 years-experience in leading and managing multiple, diverse teams across a region• Experience in managing a remote workforce is preferred• Experience in account management and client relationship experience management• Experience in working within a university environment; experience with co-op education is preferred• Demonstrated experience as a strong business and people leader, who has led a team of professionals charged with delivering business results, and successfully managed their team and individual performance against those results
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Continuous improvement mindset• Strong services orientation and flexible thinking to deliver on results• Skilled verbal and written communicator, with strong presentation skills,• Team player whose leadership motivates colleagues and subordinates• MS Word, PowerPoint

Nature and Scope

- **Contacts:** Internal: The Regional Manager is the Line Manager for the Account Managers, Student Advisors and Business Developers. The Regional Manager obtains, clarifies and discusses information with coworkers including the Career Advisors, Account Coordinators, Co-op Student Experience Manager and Co-op Services Team to support employers and students. Work closely with Faculty Relations Managers to attain updates on faculty programs, and the International Teams to share employer and student information. Collaborate with the Data Analyst team and the Executive Officer to discuss information on metrics, targets, reports, budgets.

Job Description



-
- **Level of Responsibility:** This role provides direct supervision of others. The Regional Manager is responsible for the overall performance of their region and participates on teams within CEE as required.
 - **Decision-Making Authority:** The Regional Manager makes people decisions relating to recruitment and performance, and business decisions relating to resource allocation, targets, job development focus, student support, budget management, priority management, time management and consistency of service & process.
 - **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain or risk of injury.
 - **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The Regional Manager may be required to travel in Canada and the U.S resulting in unusual hours, and deals with challenging and stressful people situations including managing team and individual performance, managing people through change, and resolving student or employer complaints. The Regional Manager may experience deprivation caused by isolation due to working from a home office, irregular and/or high volumes and multiple and/or tight deadlines beyond one's control, and constant interruptions (i.e. phone calls, e-mails and urgent, unplanned issues that arise during the day).