

Job Description

Job Title:	Co-op Student Experience Manager
Department:	Co-operative Education
Reports To:	Director, Student & Faculty Relations
Jobs Reporting:	Co-op Student
Salary Grade:	USG 10
Effective Date:	June 2018

Primary Purpose

The Co-op Student Experience Manager is responsible for developing, in collaboration with Co-operative & Experiential Education leadership, Faculties and Students, a Co-op student success strategy. The Co-op Student Experience Manager ensures efficient and effective teamwork and consistency of process and service in areas of co-op student interaction. In alignment with the Co-operative & Experiential Education (CEE) student success strategies, the Co-op Student Experience Manager develops, plans and executes tactical plans to focus efforts on the areas of greatest priority.

Key Accountabilities

Drive co-op student success

- Develop metrics and service standards in order to set targets and goals
- Ensure CEE understanding and integration of program/faculty co-op requirements
- Develop consistent strategies and programs for workplace readiness relevant skills development with Centre for Career Action and Professional Development (PD) experts
- Develop and implement consistent processes on all aspects of student interaction, working with Employment Relations, Marketing & Communications, and CEE Operations
- Ensure ongoing engagement with Co-op Student Council, Student Societies and Student Success Office
- Develop and continually improve co-op student feedback process and use to inform practice

Facilitate the integration of work and academic learning experiences

- Ensure CEE engagement with understanding and integration of co-op with student attainment of competencies and learning outcomes (i.e., UDLEs), working together with relevant University of Waterloo stakeholders,
- Ensure, as appropriate, support for academic program reviews and co-op feasibility studies.

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

- Providing information and context needed for the employee to be effective
- Hiring, developing and retaining the best qualified staff available from inside or outside CEE.
- Setting goals and expectations and helping employees create clear paths to success
- Developing effective work team dynamics

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- Ensure appropriate back up, support and cross training to manage capacity.
- 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 by:

- Personally championing mission, vision and guiding principles and playing a leadership role in bringing them to life
- Providing 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 the University of Waterloo externally
- Lead the development of new capabilities required by the introduction of new systems, tools or processes
- Develop productive, collaborative working relationships across CEE and the University of Waterloo
- 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

**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

Experience

- Minimum 5 years working with students in an advisory capacity
- Experience managing and coaching a team
- Experience in research design and methodology (e.g. about business, surveys, market domains)
- Experienced in document management and version control

Knowledge/Skills/Abilities

- Strengths in relationship building, interpretation of data, process analysis, communication, presentations, collaborative teamwork, and knowledge of the Waterloo student experience will all be required for this role
- Familiarity with student development theory, student engagement practices and pedagogy as it relates to Co-operative Education will also be considered important
- Knowledge of business analytics
- Knowledge of program / project management
- Advanced technical skills in Word, Excel and PowerPoint
- Leverages a continuous improvement mindset with a demonstrated ability to work effectively with others, as both a team player and a team leader

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- Strong written and verbal communication skills
- Demonstrated ability to manage and align stakeholders and their input on issues
- Demonstrated ability to use data to understand and relate information to business needs and objectives

Nature and Scope

- **Contacts:** Internal: Within CEE, the Co-op Student Experience Manager deals with, influence and motivates Student Advisors and Career Advisors (e.g. for coaching and training, and supervision) and exchanges information and collaborates with co-workers such as the Faculty Relations Manager, Regional Managers, Account Managers, and University Relations Administrators on stakeholders, strategy and program implementation, and the Waterloo Team initiative (to make uWaterloo more like a single employer). The Co-op Student Experience Manager deals with faculty members, chairs and associate deans, and collaborates with student government and student success / student life offices. The Co-op Student Experience Manager exchanges information with Waterloo groups engaged in promoting overall workplace and professional readiness such as the Center for Career Action and Waterloo Professional Development, and Waterloo Center for Advancement of Co-op Education. External: Co-op Student Experience Manager exchanges information with relating to best practices with Co-operative Education and Work-Integrated Learning Canada, Education Work Ontario, and other professional and practitioner associations and may interface with employers from time to time.
- **Level of Responsibility:** The Co-op Student Experience Manager performs specialized work with minimal supervision and has direct reports reporting to it. The Co-op Student Experience Manager provides co-worker support (e.g. participates on teams within CEE) and coaching (e.g. to anyone regarding advisement needs, and to direct reports).
- **Decision-Making Authority:** The Co-op Student Experience Manager makes decisions about the structure and content of workplace readiness programs, and about guidelines regarding job relevance and creditworthiness criteria including extenuating circumstances affecting decisions made by Student Advisors and Career Advisors in these areas. The Co-op Student Experience Manager makes decisions regarding team recruitment and performance.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight 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 role involves, travel requirements (e.g. several times per year to attend meetings and conferences), and multiple and/or tight deadlines beyond one's control (e.g. faculty demands for program reviews and feasibility studies, priority changes).