Job Title:	User Experience Coordinator
Department:	Library
Reports To:	User Experience Specialist
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	July 2022

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research, and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing, and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion, and accessibility.

As a member of the User Experience Team (UX), the User Experience Coordinator will coordinate user experience opportunities to ensure utilizing a user-focused lens that supports the Library's prioritized objectives. The UX Team actively plans strategies and initiatives to support the Library's success when delivering, improving, and planning resources and services to meet the Library's strategic goals. The Coordinator will support evidence-based approaches to understand user needs in all Library environments. The Coordinator will also collaborate closely with multiple Library units, including the Communications team, and other campus partners to share research results, recommendations, and best practices.

Key Accountabilities

Support User Experience, Research and Engagement

- Coordinates evidence-based approaches to understand library user needs in physical and virtual environments.
- Collaborates with the UX Team to identify areas that require investigation to improve the experience of users across the Library including teaching, learning and research supports, space, equity, diversity, inclusion and access, digital user experience, etc.
- Supports projects and proposals to advance strategic initiatives including initiatives that seek student feedback to inform student engagement programming.
- Collects data using a wide variety of mixed methods (qualitative and quantitative, including surveys, focus groups, interviews, and observations), pertaining to user experience assessments.
- Helps analyze, synthesize, and articulate research data with the UX Specialist.
- Shares research results, recommendations, and best practices with Library; partners closely with Communications Team on attracting users to engage in UX initiatives and effectively engaging students.

- Fosters campus-wide collaboration and partnerships to improve the user experience, communications, and student engagement.
- Be an active member of the Library's User Experience Strategy Team and Usability Team to ensure there are strong mechanisms for Library staff to understand the shared model for engagement.
- Ensures tracking, documentation, and archiving of user experience projects.
- Remains current with UX trends and best practices.

Project Management

- Coordinates, executes, and helps the UX Specialist define project scope, objective, and timelines.
- Manages small-scale projects and supports the UX specialist on larger projects.
- Establishes and maintains communication strategies with the UX and Communications Teams.
- Appraises and reports on both the overall status and progress of multiple, simultaneous projects through regular updates, meetings, and communications.
- Reports on user experience progress and conducts review meetings.
- Monitors project progress, adjusting timelines and communicating changes as needed.

User Service and Communication

- Solves problems and communicates resolutions effectively to stakeholders, other Library staff members, and learners (students, patrons, researchers, faculty).
- Resolves technical issues related to user experience work.
- Communicates effectively with stakeholders, in both oral and written formats.
- Participates in Library committees and groups, and fosters collaboration, information sharing, and partnerships between Library departments.
- Articulates application of user experience research and strategies for a variety of stakeholders.
- Uses a collaborative approach to provide suggestions and recommendations to the UX and Communication Teams.

**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

- Completion of an undergraduate degree and/or relevant education and experience.

Assets

- Experience or specialization in areas such as Human Factors Design or User Experience research.

Experience

- Experience with collecting data for UX research and assessments through surveys, focus groups, interviews, etc.
- Demonstrated experience working in collaborative team settings.
- Commitment to fostering positive working relationships and building partnerships.
- Experience with facilitation or group presentations.

Assets

- Project management experience.
- Experience with user centred design and knowledge of accessibility standards and legislation.

Knowledge/Skills/Abilities

- Strong communications skills (oral and written) and interpersonal skills.
- Demonstrated knowledge of and experience with user experience methods, tools, software, and techniques for gathering feedback from service areas, programs, and directly from users in a library or university setting.
- Demonstrated ability to analyze data, visualize results, synthesize recommendations, and communicate findings for diverse stakeholders.
- Proven ability to work in a dynamic environment with deadlines, interruptions, and changing priorities.
- Ability to manage multiple and simultaneous projects and multiple deadlines.
- Demonstrated analytical and problem-solving skills.
- Proven aptitude with detailed software applications and demonstrated ability to learn new technologies.

Nature and Scope

- **Contacts:** Internally, communicates with all UX Team members, Library colleagues and campus partners including students, faculty, and staff.
- **Level of Responsibility:** The job has detailed processes which are handled independently. Works with minimal supervision.
- **Decision-Making Authority:** Responsible for problem-solving daily issues working with contacts across multiple units. Works with managers and others to solve more complex problems.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position with responsibility for a time-sensitive activity. Exposure to stresses related to pressures and priorities related to undertaking typical professional responsibilities. Suitable for an on-campus or hybrid working model.