

Job Description

Job Title:	Manager(s), Student Service Centre
Department:	Student Service Centre
Reports To:	Director, Student Service Centre
Jobs Reporting:	Student Service Specialists
Salary Grade:	USG 10
Effective Date:	May 2017

Primary Purpose

Accountable to the Student Service Centre Director, the Manager(s) of Student Service primary responsibility is to provide leadership in all operational functions of the Student Service Centre (SSC) to ensure that student-focused support is provided in a variety of formats (i.e. in-person, email, web, telephone) and across a wide breadth of student support areas.

The Managers are divided into 2 main function areas with the incumbent holding responsibility for one of these areas:

- Operations
- Technology

Key Accountabilities

Leadership and Management

- Provides strong leadership and direction to all direct reports including setting clear and reasonable goals and expectations, providing on-going feedback and establishing a strong foundation for performance through comprehensive, on-going training and professional development.
- Develops and implements ongoing, strategic training for SSC staff to ensure that they are abreast of latest policy changes, updated processes, etc. The accuracy and relevancy of the resource repository is this incumbent's responsibility.
- Responsible for all human resource functions as they relate to the front-line of the SSC including recruiting, hiring, training, performance management and appraisals, etc.
- Exercises skill in managing people and ensures a departmental culture that enhances productivity, professional development and career opportunities.
- Ensures staff resources are utilized in alignment with the university's strategic direction.

Customer Service Delivery

- Leads a culture of exceptional customer service and ensures delivery of all information and services by the Specialists team by providing vision in the design, development and delivery of the evolving services.
- Develops and manages the process for a 'warm hand-off' of students from the front-line staff to others.
- Facilitates the resolution of disputes or complex student issues that involves services that are housed in the Centre.
- Creates, implements and continuously evaluates service policies of the SSC.
- Understands and implements FIPPA and University Policy 46.

Relationships and Collaboration

- Ensures strong collaboration between the core departments in the SSC as well as liaise with many other areas across campus, including IST, Student Financial Services, Finance, CECA, and faculties.
- Participates in groups/committee, as appropriate, and works closely with student organizations to ensure the best possible support and experience for all.
- Proactively establishes, grows and maintains productive and positive relationships with all partners.

Research, Reporting and Assessment

- Uses research, best practices and service data to set goals for and continuously improve and evolve the services offered by the SSC.
- Implements appropriate evaluation mechanisms and reports regularly on results.

Internal Communications Leadership and Coordination

- Manages all internal SSC communications to ensure that all stakeholders are fully informed and knowledgeable.
- Works closely with the communications experts in the RO, GSPA and SSO to ensure consistency and collaborations of all student messaging related to the SSC.
- Ensures a positive image of the SSC and controls the dissemination of information on the SSC's behalf.

Manager with a focus on Operations:

Assessment/Reporting Leadership and Coordination

- Provides vision and leadership in the research, design and delivery of the most efficient slate of services to our varied client groups, including creating and managing customer service benchmarks when appropriate.
- Front-service scheduling for staff rotations. Ensures that peak periods are appropriately staffed.
- Strategic and periodic analysis of data for existing and proposed new customer service initiatives.
- Manages and is responsible for appropriate collection, reconciliation and oversight of any money that the SSC handles on a daily basis.

Manager with a focus on Technology:

Systems/Technology Leadership and Coordination

- Leadership role in the analysis, development, functional design and testing of application software and new university-based student information projects within the SSC context (i.e. CRM, People Soft, the SSC self-serve system, queuing system). Collaborates with the Student Portal team to ensure maximum integration,
- Participates in the development of business processes to accommodate the University's requirement for enhanced customer services and administering policies and procedures.
- Supports and works closely with other staff to ensure that transcript production and course enrolment functions are effectively being supported.
- Ensures appropriate security access to systems such as Quest for SSC staff; accountability for appropriate security structures within CRM/queuing system.

Required Qualifications

Education

- Undergraduate degree in relevant field.

Experience

- 3-5 years of management in student service field, preferably in a post-secondary environment, including experience leading and managing teams.
- Proven skill in relationship management and achieving results using a collaborative approach.

Knowledge/Skills/Abilities

- Competencies will include excellent organizational, analytical and problem solving skills and strong oral and written communication skills.
- Intermediate to advanced skill level in Microsoft Office Suite
- Operations Manager: understanding of business processes and systems
- Technology Manager: understanding of business processes and technical systems

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with the departments directly involved in the SSC (i.e. Registrar, Graduate Studies and Postdoctoral Affairs, Student Success Office, etc.) as well as Parking, Finance, Housing, etc. Externally, this position interacts with other schools that have a One-Stop as part of their service delivery. Demonstrates exceptional interpersonal, communication and conflict resolution skills.
- **Level of Responsibility:** This position is responsible and accountable for the overall day-to-day operations of the Centre. Also, this position is a member of the Centre Management Team and drives strategy for all areas mentioned.
- **Decision-Making Authority:** This position has significant decision making authority for all accountabilities related to the provision of customer service for the Centre. This requires extensive interaction, leadership and facilitation skills. This position will make recommendations to the Director, SSC about improved service and business process opportunities that impact all functional areas within and beyond the department.
- **Physical and Sensory Demands:** This managerial role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** This role is exposed to stress and pressure associated with managerial positions that are responsible for multiple staff. The role involves minimal-moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of year.