

Job Description

Job Title:	Student Service Specialist Lead, Operations
Department:	Student Service Centre
Reports To:	Director
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	August 2021

Primary Purpose

The Student Service Centre (The Centre) is a unique one-stop service unit for undergraduate and graduate students that allows them the opportunity to have many of their non-academic needs met in one place. Partner departments include the Registrar's Office, Graduate Studies & Postdoctoral Affairs, Student Awards & Financial Aid, Student Financial Services, Student Success Office, and WatCard.

The incumbent represents these partner departments and provides proactive, student-focused, exceptional front-line service in a variety of formats to our diverse student population. The incumbent handles each interaction professionally, effectively, empathetically, and in accordance with The Centre's and the University's values with regard to student service, diversity, accessibility, and inclusion.

This position is a senior position within The Centre. The responsibilities are evenly weighted to 50% Student Service Specialist duties and 50% Lead, Operations duties.

The Lead, Operations role is responsible to manage the smooth business and facility operations of The Centre and, through continuous improvement, to advance and improve services offered.

Key Accountabilities

Service Delivery

- Support future and current students by providing information in an accurate, friendly, empathetic, student-focused, and timely manner. The range of knowledge required is wide and varied.
- Assist students by providing information primarily regarding admissions, student records, awards, financial aid, and the student financial account.
- Inquiries will include, but not be limited to: considering Waterloo, application process, course enrolment, tuition and fee payments, OSAP/bursary/award applications, program changes, withdrawals, updates to personal information, official grades, enrolment verifications, identity verifications, convocation, and official documents (University letters, transcripts, diplomas).
- Triage the nature and complexity of inquiries and determine actions to be taken, consulting with, or handing off to partners, as appropriate.
- Maintain a student-focused mindset throughout, despite workload demands and challenging interactions with students, parents, and guardians.
- Proactively look for ways to enhance the student's experience beyond their immediate request by being knowledgeable of additional or alternative options and resources available.
- Produce official University documents including enrolment letters, transcripts and diplomas.
- Ensure a high degree of accuracy by conveying accurate and clear information to students and when producing official documents. Errors in this position can result in major negative implications to students and alumni. A high level of accuracy and attention to detail is required.

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- Excellent professional, yet welcoming and friendly, verbal and written communication is required as this position represents the university to prospective students, current students, and off campus stakeholders.
- Verify student enrolment and alumni degrees for various purposes including employment, immigration, regional transit, etc.
- Verify the identity of an individual using procedures in place and have the discernment to recognize deception.
- Update student records including name changes and course enrolment.
- Must use discretion, tact, sound judgement and problem-solving skills, and be able to know when and where to escalate an issue.
- Remain friendly, calm, and clear-headed during situations where a student, parent, or guardian is upset and displeased.
- Uphold privacy and confidentiality of student information as per Policy 46.
- Propensity to work collaboratively in a team environment, in particular with others who are performing the same role and who all rely on each other to complete the job duties.
- Knowledgeable of our partner departments' business processes and of faculty and university guidelines, policies and procedures especially pertaining to academic progression, student experience and success, and privacy.
- Accurately interpret and apply the appropriate regulations, procedures and policies to the cases presented by students to offer them information concerning their situation and initiate a resolution of complex problems.

Administration, Operations and Systems Support

- Understand and support our various technology systems The Centre utilizes including the queuing system, staff training and resource platform, ticketing platform, and digital credentialing system.
- Ability to adapt to new technologies and new business processes.
- Responsible for opening and closing The Centre daily.
- Receive payment for official documents, bursary repayments, and fines. Handle payments via cash, debit, credit card, cheque, or WatCard payment.
- Maintain and organize confidential student records, documents and forms.
- Prepare packages for courier and regular mail often on tight timelines.

Knowledge Expertise and Continuous Improvement

- Participate in ongoing training to ensure a deep knowledge-base in a wide variety of student service areas (i.e., Registrar's Office, Graduate Studies & Postdoctoral Affairs, Student Financial Services, Student Awards & Financial Aid, Student Success Office) and the various Faculty Undergraduate and Graduate Offices.
- Participate in training that involves equity, inclusion, diversity, and accessibility.
- Continuously contribute to maintaining the integrity of the information resource platform that provides clear, concise, relevant, up-to-date information to assist Specialists when interacting with students.
- Be cognizant of new trends and issues surfacing for students that need to be addressed, and provide insight and perspective into how to solve the issue.
- Be adaptable to a changing environment where new trends and continuous improvement will influence business processes.

Operations:

Business operations:

- Provides insight and leadership in the effective delivery of our suite of services for students
- An affinity for identifying opportunities to improve and enhance our business processes

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- Strong student-service mindset
 - Available to Specialists on a daily basis to answer questions that arise
 - Flagging, recommending and implementing improvements to business processes
 - Strategic and systemic capturing of statistics and data and the ability to provide analysis, and identify trends and issues
 - Following cash handling procedures, responsible for the collection, reconciliation, reporting and oversight of incoming cash from the register, point of sale machine, and e-commerce
 - Maintain and update University Letter templates
 - Maintain the phone queuing system (Skype for Business) by addressing issues with IST, and updating phone messages by providing timely answers to commonly-asked questions
 - Maintain the ticketing system (Jira ServiceDesk) including queues, reports, automation rules, notification templates, workflow processes, etc.
 - Collaborate with campus communications professionals regarding student mailings to ensure appropriate and relevant information is included, in particular addressing confusion and questions students are raising
 - Maintain Google For Business accounts, including hours of operation, reviews, and analytics
 - Responsible for the tracking and ordering of department supplies and inventory
 - Manage distribution and communications platforms including Microsoft Teams and Skype For Business
 - Work with Lead, Technologies to address issues with queuing system, ticketing system, phone system, etc.
- Facility operations:
- Ensures the smooth operation of the facility including repairs, upgrades, renovations needed
 - Works closely with on- and off-campus partners that use our facility to ensure their needs, and those of students who they are serving, are met, while building strong trusting relationships with these partners
 - Manage the front-end operations of our queuing system, and solve technological issues involving the monitors, music, speakers, or call system and escalate if needed.

Leadership:

- The Leads positions are senior members of the team and, as such, provide a leadership role.
- Leadership activities include providing day-to-day direction, support and guidance to Student Service Specialists
- Provide insight and guidance to the Director
- Attend meetings with the campus community and external vendors and provide insight and opinion
- In the absence of the Director, attend meetings
- In the absence of the Director, handle escalated situations involving a student, parent, or guardian, and determine a reasonable resolution that meets all needs
- Be cognizant of workload issues within the team and be adaptable to adjust their own workload priorities quickly in order to meet our student service delivery standards.

**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

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- University degree in relevant field and/or equivalent work experience.

Experience

- Minimum 2-3 years of experience in a front-facing service role, preferably in a post-secondary environment. A proven ability to provide exceptional front-line service in a fast-paced environment.

Knowledge/Skills/Abilities

- Excellent interpersonal, problem solving, written and verbal communication skills
- Proven attention to detail
- Ability to absorb large amounts of diverse information and details and then clearly and accurately condense and relay this information to multiple audiences
- Demonstrated ability to handle confidential information with discretion
- Ability and propensity to be part of a team including support others with workload demands
- Strong student-service mindset
- Ability to balance multiple priorities in a busy work environment
- Ability to problem solve
- Ability to provide leadership and guidance to peers
- Ability to seek out and identify areas for improvement in business processes, or issues or trends that need to be addressed, and then implement solutions
- Experience with the Microsoft suite an asset
- Experience using Skype for Business an asset
- Experience using a student information system an asset

Nature and Scope

- **Contacts:** Internally, the incumbent works closely with the other Student Service Specialists, Registrar's Office, Graduate Studies & Postdoctoral Affairs, Student Success Office, Student Financial Services, WatCard, faculty undergraduate and graduate offices, Campus Housing, AccessAbility Services, Counselling Services, Central Stores, WUSA, and GSA. Externally, the incumbent connects with partner organizations, prospective students, parents and guardians.
- **Level of Responsibility:** The incumbent disburses information to future and current students and alumni which could have great impact on their academic success and future ambitions. The incumbent has defined duties and responsibilities and receives direct supervision. The job may include responsibility for oversight of casual or temporary staff. The incumbent has access to a large amount of student information and therefore maintenance of privacy and confidentiality is critical.
- **Decision-making Authority:** The incumbent applies guidelines and procedures when making decisions and makes decisions based on adequate information. The incumbent deals with exceptions by consulting with the Director or partners. They make decisions by weighing several factors, some of which are partially defined. Demonstrates good judgement and problem-solving skills.
- **Working environment:** The Centre operates in an open-office environment, including a front-counter area. Some interactions with students, parents or guardians can be emotionally difficult experiences. The incumbent will be required to work outside of regular hours as The Centre is open some evenings, and occasional weekends. Some lifting of boxes containing paper products is needed.