

Job Description

Job Title:	Records Co-ordinator
Department:	Co-operative and Experiential Education (CEE) Services
Reports To:	Production Manager
Jobs Reporting:	None
Salary Grade:	USG 6/7
Effective Date:	January 2020

Primary Purpose

The Records Co-ordinator provides day to day support for our core employment processes, coordination and execution of the term calendar activities, data maintenance and systems testing, as well as interpreting and ensuring the integrity of policies and practices across the CEE portfolio affecting student and employer records maintenance and documentation retention practices.

This role is accountable for tasks related to executing start of term setup, messaging, data integrity checks, and support for several CEE systems, as well as accurately, securely and effectively coordinating and executing the various activities related to ensuring data integrity of employer and student records in WaterlooWorks. The incumbent is an expert source of knowledge related to records management and the relevant impacts of plan or service team changes as they relate to facilitating co-op employment process, and impacts on all WaterlooWorks job boards.

Functional knowledge of the Core Employment Process, the system that supports it and its interdependencies is critical. These responsibilities are generally associated with multiple function tasks of medium to large / high size, scope and complexity.

Key Accountabilities

Production Systems Administration

- Review and recommend permissions for all applications as we on-board and off-board staff and coop students.
- Provide tier 2 support for all CEE systems and processes, for example core employment process, WaterlooWorks, SharePoint, or other systems. Triage requisitions as appropriate.
- Provide assistance by responding to inquiries from others regarding errors, problems, or questions about system administration

Coordinate production schedule and execute tasks on term calendar

- Ensure calendar is created and published per schedule. All business unit input is received and validated.
- Start of term setup and system configuration to support business processes (e.g. data, process support, update message templates, application of system qualifiers).
- Manage execution of term calendar, ensure activities done on time (e.g. tags, tasks, messages)
- Manage work to meet milestones in accordance with the calendar cycle and keep stakeholders informed of issues and status.
- Manage stakeholder processes (e.g. unemployed student management messages/notes/risk tags, employed student management messages/tasks/tokens).

Testing

- Complete appropriate testing and support rollout of production releases.

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- Participate in user acceptance testing for upgrades, updates and implementation of new system functionality as required.
- Analyze and correct data to enable system to function as intended.

Support Continuous Improvement Initiatives

- Look for continuous improvement opportunities related to efficiency and best practices and bring forward to Production Manager.
- Contribute to creation and maintenance of standard operating procedures.
- Assist with training of new team members and co-op students as required.
- Support special projects and initiatives as required.

Maintain and manage student and employer records

- Student and employer record accuracy is time sensitive and allows students to apply for jobs, attend interviews, enter rankings, participate in professional development courses (PD), participate in EDGE and book appointments offered by the Centre for Career Action
 - Manage student activations and withdrawals and/or employer registrations and inactivation.
 - Ensure service teams are applied and updated on both student and employer records appropriately.
 - Reconciliation of plan modification activity, ensuring changes in and out of academic plans are accurately reflected in WaterlooWorks.
 - Accurate recording of plan sequence changes as requested, enabling students access to the appropriate job boards and co-op support.
 - Investigate, analyze and appropriately update employer and student records resulting from various CEE processes (e.g. renege/rescind, service team transfers, etc).
 - Escalate and resolve data by contacting appropriate stakeholder (e.g. Registrar's Office, Undergraduate Advisors, WW Service Team member).
 - Contact students regarding missing information and/or status confirmation.
 - Contact employers to verify student arranged own jobs and/or new employer registrations.

Manage data integrity of student and employer records

- Identify, generate and execute a series of daily, weekly and monthly data health checks to confirm the integrity of the data resident in WaterlooWorks.
- Ensure ongoing data audit processes are occurring and input correctly.
- Recommend and evaluate new health checks, processes to maintain data integrity.
- Investigate, analyze and appropriately update employer and student records as appropriate.

Ensure integrity of policy management as it pertains to student and employer records

- Facilitation and preparation for adjudication of co-op Policy 70 cases, including data gathering, meeting facilitation, decision documentation and communication.
- Ensure student and employer records are managed in accordance with UW data retention guidelines (Policy 46).
- Accurately reflecting student status as a result of their academic progress which includes processing withdrawals, bumps and identifying/contacting students who are no longer able to achieve co-op degree requirements.
- Managing employer "do not solicit" list, adhere to CASL regulation regarding removing employers from our regular mailing lists.
- Understanding of university or external policies that may require escalation to appropriate CEE managers (e.g. Employment Standards Act, WSIB).

Other – Level 2

In addition to the accountabilities listed above the Level 2 Records Coordinator(s) is responsible for the following:

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- Provide support and expertise to external stakeholder regarding one or more of the following areas: (1) term calendar activities, data maintenance and systems testing. (2) student or employer records maintenance and document retention
- Serve as subject matter expert (SME) with in depth knowledge of records management, student employment processes, reports, queries, data manipulation/interpretation.
- Participate and contribute to initiative groups solving complex process issues
- Coach/mentor colleagues when issues are escalated to their attention
- Lead or assist facilitation of team meetings or project work meetings
- Identify and support the continuous improvement of best practices and documented processes

Required Qualifications

Education

- College diploma and/or Undergraduate degree and/or equivalent work experience

Experience

- Current/Previous employment at University of Waterloo is preferred, specifically in CEE, Registrar's Office or a faculty undergraduate office.
- Experience in records management, documentation retention an asset.

Knowledge/Skills/Abilities

- Familiarity with Co-operative education policies/procedures and the core employment process.
- Continuous improvement mindset and exceptional customer service focus.
- Strong interpersonal skills and the ability to interact in a positive and supportive manner.
- Well-developed organizational, analytical, problem solving, and communication skills (oral and written).
- Proven ability to work independently and as a team member with a high level of initiative in a fast-paced, deadline-driven work environment.
- Proven capacity to multi-task and handle a high volume of work with an aptitude for attention to detail and accuracy.
- Patient and meticulous self-starter requiring minimal oversight/direction and capable of prioritizing tasks.
- Proficiency with Microsoft Office, QUEST, SharePoint, WaterlooWorks.

Nature and Scope

- **Contacts:** The incumbent works collaboratively with many CEE Services team members, CEE end users, and others across campus. Exchanges and provides information and troubleshoots problems. Interpersonal, customer service and professional communication skills required. Primary contacts within CEE include Account Coordinators, Account Managers, Student Advisors, Faculty Relations Managers, and Analysts. Primary campus contacts include Registrar's Office and Undergraduate Advisors. External includes first point of contact for new employers who wish to hire students.
- **Level of Responsibility:** The incumbent performs specialized tasks with minimal supervision. Sound judgement must be exercised and priorities determined and balanced. The position is responsible for supporting processes within Cooperative and Experiential Education ensuring that all processes meet defined quality and service objectives. Responsible for ensuring confidentiality of data and any client interactions is maintained. This position has defined duties and responsibilities with no direct reports. All Co-operative and Experiential Education employees are required to comply with the University of Waterloo's information and privacy policies and guidelines.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the responsibilities of the process that is being supported. Investigates issues, providing information and

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explanation to those involved and makes adjustments/corrections as necessary. Consultation with Manager, other CEE stakeholders and campus partners may be required.

- **Physical and Sensory Demands:** Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions.
- **Working Environment:** Deadline driven with volumes peaking at various points of the term. Moderate on-call expectations to support evening/weekend activities related to Core Employment Process. Support outside core business hours will be required.