

## Job Description

---

<b>Job Title:</b>	Student Service Specialist
<b>Department:</b>	Student Service Centre
<b>Reports To:</b>	Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5/6
<b>Effective Date:</b>	May 2017

---

### **Primary Purpose**

The Student Service Specialist provides proactive, student-focused, and exceptional front-line service in a variety of formats (i.e. in-person, telephone, email) to our diverse student population. This position handles each interaction professionally, effectively, empathetically, and in accordance with The Centre's and the University's values with regard to diversity, accessibility, and inclusion.

### **Key Accountabilities**

#### **Service Delivery**

- Acting as the first point of contact in The Centre, this position supports students by providing information in an accurate, friendly, empathetic, student-focused, and timely manner. The range of services that the Specialist represents is wide and varied, including answering inquiries about student records, awards, financial aid, and admissions; providing general guidance on university guidelines, policies and processes, as well as student leadership, international, and other opportunities.
- Triage the nature and complexity of inquiries and determines actions to be taken, advising stakeholders, as appropriate.
- Responsible for accurately interpreting and applying the appropriate regulations, procedures and policies to the cases presented by students to offer them information concerning their situation and initiate resolution of complex problems.
- Proactively looks for ways to enhance the student's experience beyond the immediate request by being knowledgeable of alternative options and resources available.
- Produces verification of enrolment documentation including official University letters, and assists with transcript production for both undergraduate and graduate students. Updates/changes student records online in a timely manner including processing course overrides.
- Applies guidelines and procedures appropriately and represents The Centre and University professionally.
- Upholds confidentiality and privacy of student information, inquiries and cases as per Policy 46.
- Monitors or delegates work to casual/co-op students of The Centre, when applicable.

#### **Administration, Operations and Systems Support**

- Reviews all documents for completeness and accuracy, ensures requirements are met and advises on deadlines.
- Understands and supports the various technology systems and processes that The Centre utilizes for the continuous improvement and enhancements of service.
- Maintains and organizes inventory and status of all confidential student records, documents and forms.

#### **Knowledge Expertise and Continuous Improvement**

- Participates in ongoing training to ensure a deep knowledge base in a wide variety of UW service areas (i.e. Student Financial Services) and the various Faculty Undergraduate and Graduate Offices.

## Job Description

- Continuously contributes to the service catalogue to ensure relevant, up-to-date information.
- Leads and contributes to projects, when applicable.

*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 degree in relevant field and/or equivalent work experience.

#### **Experience**

- 1-3 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 is required.

#### **Knowledge/Skills/Abilities**

- MS Word – Intermediate; Excel – Intermediate; PowerPoint – Basic; Other – Experience using on-line Student Information Systems an asset.

### **Nature and Scope**

- **Contacts:** Internally, this position works closely with the other Student Service Specialists, the departments that are directly involved in The Centre (Registrar's Office, Graduate Studies & Postdoctoral Affairs, Student Success Office, etc.) and other department stakeholders (i.e. Student Financial Services, Parking, Watcard, etc.). Externally, this position makes contact with partner organizations, prospective students and parents.
- **Level of Responsibility:** This position has defined duties and responsibilities and receives direct supervision. The job may include responsibility for oversight of casual or temporary staff. This position will have access to a large amount of student information and therefore maintenance of privacy and confidentiality is critical.
- **Decision-making Authority:** Applies explicit guidelines and procedures when making decisions. Makes straightforward decisions based on adequate information. Deals with exceptions using clearly defined rules. Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information. Demonstrates good judgement and problem-solving skills. Supports and acts on decisions.
- **Working environment:** The Centre operates during core UW hours. However, incumbent may be required to work outside of regular hours as The Centre is open evenings and weekends during busy periods.