

## Job Description

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<b>Job Title:</b>	Learning Services Coordinator
<b>Department:</b>	Centre for Extended Learning
<b>Reports To:</b>	Manager, Learning Services
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5/6
<b>Effective Date:</b>	August 2020

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### **Primary Purpose**

Accountable to the Manager, Learning Services, the Learning Services Coordinator is responsible for providing proactive, student-focused, and exceptional front-line service to our Professional Development clients, University of Waterloo students, instructors, staff and faculty. They must be knowledgeable of all aspects of the department, the university as a whole and be able to provide Level 1 technical support as needed. This position handles each interaction professionally, effectively, empathetically and in accordance to the University's values toward diversity, accessibility and inclusion.

### **Key Accountabilities**

#### **Level 1**

**Supports the initiatives of Professional Development and the Centre for Extended Learning, by completing all tasks associated with the successful implementation of our non-credit course offerings. Ensures an exceptional Professional Development learning experience for our non-credit learners. Learn and have a working knowledge of each role in Learner Support Services.**

#### **Administrative Responsibilities**

- Triages the nature and complexity of inquiries (phone, email, in person) and determines actions to be taken
- Provides customer service to all professional development, non-credit students and corporate clients (ie. Sales, product enquiries, registration, refunds/withdrawals)
- Provides student service for uWaterloo students taking online courses. As well as providing answers for a variety of inquiries related to accredited courses at the University of Waterloo and affiliated schools for perspective and current students as well as Alumni
- 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 escalates complex problems to the Manager
- Prepares, secures and sends educational materials (exams, program certificates)
- Reviews external exam requests, approves/declines, schedules and invigilates exams. Works with other post-secondary institutions to provide this service
- Works with other departments and affiliated colleges for student support resolution; Registrars' office, Access Ability Services, etc.
- Maintains accurate records (registration, refunds, financials, certificates, corporate training records, etc.)
- Applies the policies to a customer/student's situation and finds a reasonable solution which works within the policies and accommodates the customer/student needs
- Upholds confidentiality and privacy of student information, inquiries and cases as per University Policy 46
- Updates team outlook calendar regularly

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- Gathers and maintains statistics as requested

### **Professional Development Coordination**

- Event plans for each in class course (up to 3 courses/day, max 60 people)
- Coordinates all aspects of preparation for the in-class offerings (registration, catering, materials, etc.) and corporate training sessions
- Communicates with course instructors to ensure all course materials are ready and accommodate last minute course offering adjustments and other requests
- Completes all aspects of Online PD courses, registration, verification, customer service
- Opens the training facility, ensures computers and equipment are functioning properly, greets students and instructors
- Closes the training facility, ensures the doors are locked and the building is secure
- Maintains course records, sends all communications to customers, instructors, and staff
- Verifies and issues program certificates for in class, online and corporate classes

### **Financial Responsibilities**

- Cross-references PD registration reports against invoices, investigates any anomalies and resolves them
- Completes bank reconciliations (cash/cheque, Point-of-Sale terminal, and ecommerce transaction report) for funds received for PD. When anomalies occur, the incumbent is responsible for investigating and resolving them or escalating them to the Manager
- Prepares monthly invoices and submits them (Department Transfers, Provost Office Reimbursements).
- Processes POS transactions, assists customers with online registrations, and completes phone registrations
- Maintains/stores financial records, follows PCI compliance regulations, inspects POS terminal regularly
- Applies the appropriate Unit 4 account numbers for registrations, funds received, department transfers, shipping, expenses, etc.

### **Technical Support**

- Assists customers with navigating the registration pages and ensures successful registration
- Directs students to the correct online instructions to complete tasks in Quest- walks them through the instructions when needed
- Gathers relevant information regarding technical issues and escalate them accordingly
- Begins to provide input into the development and upgrades of administrative and registration systems to improve function and efficiency and user ability
- Problem solves a variety of functional issues with administrative systems and equipment (photocopier, projectors, computers)

### **Other**

- Collaborate as a team to make improvements in CEL-PD and LS services. This includes reviewing market research and student feedback to make recommendations for new and existing programs and other projects as assigned.
- Other duties as assigned

## **Key Accountabilities**

### **Level 2**

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- Fulfills all responsibilities of the Learning Services Coordinator, being knowledgeable in each role of the position with a full understanding of the tasks and with the proven ability to resolve challenges that arise concerning these tasks.
  - Builds relationships with internal and external partners for their aligned program area(s) and cross-trains peers to be able to support these programs.
  - Trains and coaches new Learning Services Coordinators, Co-op Students, Work Study Students and Contract Staff about policies and with new and existing procedures.
  - Acts as first point of escalation for Level I coordinators for customer service issues and requests.
  - Participates in the development of the administrative systems that are unique to this role and contributes new ideas that will increase efficiencies and improve workflow and operations.
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- Uses comprehensive knowledge of PD offerings to present, promote and sell courses to existing and prospective customers, representing Professional Development to the general public
  - Engages and interacts with clients to establish a welcoming learning environment and maintain a positive relationship with our client base
  - Resolves customer complaints by applying the policies to the issues, recognizing that there may be unusual situations where an exception should be made and acts accordingly
  - Resolves unexpected situations using critical thinking in a tactful, professional manner
  - Conducts market research and provides recommendations that help to inform the unit's strategic plans
  - Gathers and analyzes client, program and enrolment data in reports used by management for new program planning.
  - Provides registration and payment assistance, transfers students between classes, and withdraws students and issues refunds when necessary; exercising good judgement in applying the refund policies for frequent, non- standard requests
  - Investigates and resolves financial discrepancies, using good judgement to escalate complex issues to the Manager on an as needed basis
  - Understands and supports the various technology systems, machines and processes that CEL utilizes for service delivery and is able to problem solve and trouble-shoot issues at a Tier 1 Level to support customers, students and instructors.
  - The Learning Services Coordinator is the conduit between the Learning Technologies Analyst and/or Information Systems Specialist and the student when an issue needs to be escalated for both non-credit and credit students, gathering relevant data, developing a hypothesis of the technical issues and works with the analyst and/or specialists and student to resolve the problem
  - Coordinates all aspects of preparation for the in-class and corporate offerings independently; handling unexpected challenges while working within the polices, meeting deadlines and ensuring the satisfaction of various stakeholders.
  - Plans and provides all components required for the classrooms to function smoothly.
  - Employs critical thinking to resolve last minute issues.
  - Updates procedural documents and our bank of canned responses
  - Manages time and re-prioritizes effectively to handle all responsibilities, meeting the needs of the customers, partners and department
  - Applies knowledge of the administrative systems to provide development requests to improve function and efficiency and user ability
  - Problem solves a variety of functional issues with administrative systems and equipment (photocopier, projectors, computers) and submits RT tickets when needed or contact repair companies
  - Tests new system developments and patches, provides constructive feedback

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- Contributes to the advancement of the processes of the team through meaningful suggestions that will improve our day to day operations
- Is knowledgeable of the credit and non-credit courses, degrees and certificates offered online and on campus, has comprehensive knowledge of the PD, CEL and UW websites to advise students

### Required Qualifications

#### **Education**

- College diploma in Business Administration or relevant post-secondary education. Completion of UW online credit and/or UW Professional Development noncredit courses would be considered an asset.

#### **Experience**

- Demonstrated experience providing superior client service and support in a high-volume work environment, preferably within an educational setting.
- Evidence of superior business communications skills (written, digital and verbal).
- Office administrative experience (filing, invoicing, payments, refunds, email management).
- Proven ability, through experience, to adapt and quickly learn new processes, programs, and applications in a fast-paced, continuously evolving environment.
- Strong knowledge of University of Waterloo/Professional Development programs and offerings.
- Experience with Waterloo LEARN, Quest, websites, Agile and Bambora (e commerce systems) would be an asset.

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

- Familiarity with Waterloo admissions, registrations and finance policies and procedures, the Registrar's office, Waterloo faculties and schools, and other support services.
- Intermediate computer skills in the use of Microsoft Office, One Drive and SharePoint.
- Proven attention to detail and accuracy and experience with processing financial transactions, preparing bank reconciliations, and producing and reconciling invoices.
- Must be available to work during the hours of 8:00 am – 5:30 pm (staggered start and end times)

### Nature and Scope

- **Contacts:** Program knowledge and client service is a focus for this role. Internally, the incumbent regularly interacts with a variety of departments, services and instructors on campus. Externally, the incumbent interacts regularly with prospective and current open enrolment clients, corporate clients and service providers.
- **Level of Responsibility:** The job has defined duties and responsibilities as well as broader customer service goals to be met, some of which are routine and some of which require independent decision making.
- **Decision-Making Authority:** Makes regular decisions about multifaceted routine and non-routine items throughout the course of regular client service and support of students. Seeks guidance as appropriate from the Manager, Learning Services
- **Physical and Sensory Demands:** The Learner Services area is busy, and at times noisy, with frequent interruption to workflow. The Learner Services area is open concept and staff must work in close proximity to each other. This position requires lifting (10-40 lbs) on occasion when receiving and storing boxes of photocopier paper, office supplies, groceries, envelopes, and certificates.
- **Working Environment:** Learning Services Coordinators receive a 30-minute lunch break, accumulating 30-minutes of flex time daily. The interdependent nature of the role requires that various responsibilities are shared between the Learning Services Coordinators who are cross-trained in all areas of the role. Occasional overtime in the evening and on weekends is required.