

Job Description

Job Title:	Learning Services Manager
Department:	WatSPEED
Reports To:	Senior Manager, Business Operations
Jobs Reporting:	Learning Support Coordinators, Learning Services Liaison, casual/temporary staff and co-op students
Salary Grade:	USG 8
Effective Date:	August 2020

Primary Purpose

Reporting to the Senior Manager of Business Operations, the Manager of Learning Services (LS) provides leadership in the day-to-day operations of the Learning Services team, which provides support to WatSPEED clients.. This role leads the team in all areas of service delivery, ensuring a seamless learning experience for all existing and prospective clientele locally, nationally, and internationally.

This role balances both managerial tasks (e.g. training, coaching, scheduling) and operational tasks (e.g. course scheduling, liaising with partners / stakeholders, planning and forecasting) while building and maintaining strong relationships in and outside of the university in order to provide the highest level of service to its clientele. This role requires extensive knowledge and awareness of many systems, processes, and stakeholders in order to optimize team effectiveness and efficiency.

Key Accountabilities

Staff Management

- Provides leadership and direction to all direct reports including setting clear and reasonable goals, providing ongoing feedback, comprehensive training, and professional development
- Develops and implements ongoing, strategic training for LS, ensuring team members remain current and well versed on all WatSPEED offerings, as well as relevant online degree/diploma and certificate programs that the University offers
- Assigns and monitors tasks/projects, provides guidance and direction as required, monitors progress and adjusts workload as needed across the team to incorporate new tasks, course offerings, and/or projects
- Hires and manages staff under their direction, including coaching, supporting their development, and evaluating performance milestones and yearly objectives Facilitates team meetings and schedules staff; approves and monitors vacation, flex time, and leave requests
- Advocates for team equipment, resources, and systems, balancing the team's needs and overall operational needs and goals of the department and University
- Fosters a collegial and productive working relationship within the larger department, and encourages team participation and open communication
- Supports relevant technologies, ongoing communications and marketing efforts, contributing to the department's social media presence (i.e., LinkedIn, Twitter), digital communications, and website updates

Operations Management

- Oversees and manages all aspects of service delivery for WatSPEED services, creating a culture of exceptional customer service, which permeates through the team
- Troubleshoots and solves complex, non-routine problems such as Watlam issues, including issues with various systems
- Maintains productive working relationships with various members of the university community and external partners and stakeholders (e.g. in-class partners and Ed2Go)

Job Description



- Liaises with other CEL and University staff members, and maintains positive relationships with partners, corporate clients and instructors
- Ensures the needs of different client groups (with potentially competing deadlines) are met in a timely manner given limited resources which may require coordinating with other members of WatSPEED management, partners, or instructors
- Facilitates the resolution of disputes or complex student and customer service issues and inquiries
- Authors procedural documents, canned responses and other team resources; ensuring the accuracy and relevancy of the resource repository
- Reviews and assess processes, administrative systems, tools and equipment on a continuous basis to implement new practices that improve efficiency and service levels
- Manages the daily operational aspects of WatSPEED programs and ensure that classroom and electronic resources are in place to optimize teaching and learning opportunities
- Maintains and safeguards sensitive and confidential records and complies with appropriate legislation (i.e. CASL, PIPEDA, FIPPA)
- Coordinates facility / building maintenance
- Works collaboratively as a member of the WatSPEED Management team to assess, plan, and present relevant data and provide recommendations to inform long-range strategic planning
- Plans/forecasts resource needs, provides reports and work plans based on work volume to the WatSPEED Management team
- Provides input to the Senior Manager regarding proposed new programs, courses, certificates, and initiatives to facilitate efficient delivery
- Reviews key performance indicators, particularly client focused ones, to inform decision-making, particularly generating ideas to improve service levels
- Prioritizes PD Registration System development items (i.e. bugs, feature requests, system upgrades) for the in-house technical team
- Works collaboratively with the Business Analyst of CEL Systems as applicable to map processes for technical systems
- Actively involved in the design, testing, and ongoing management of changes to PD Reg
- Manages the schedule for WatSPEED course offerings, balancing multiple factors and constraints

Financial Accountabilities

- Manages the appropriate collection, reconciliation and oversight of any monies handled, including eCommerce, POS transactions, and cash
- Approves bank reconciliations, prepares select invoices, and resolves/approves any financial discrepancies
- Ensures routine financial records are accurately recorded and maintained
- Liaises with Finance regarding WatSPEED financial records and system access requests
- Approves non-routine and high dollar value supply purchases

**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 or diploma required, or equivalent education and experience
- Management training is an asset

Experience

- 3-5 years experience managing and coaching a highly inter-dependent team
- Proven ability to deliver excellent client service, preferably in a post-secondary institution
- Past financial experience with bank reconciliations, POS systems, invoicing, and ecommerce

Job Description



- An understanding of online and lifelong learning would be an asset
- Knowledge and experience with the Waterloo RT system, Quest, surveys, financial systems and LEARN is preferred

Knowledge/Skills/Abilities

- Excellent written and oral communication skills
- Strong interpersonal, relationship-building and coaching/development skills
- Keen analytical and problem-solving abilities
- Self-motivated, positive, and customer-focused
- Flexibility, diplomacy and sound judgement
- Ability to handle confidential matters with a high level of integrity and advocate in a tactful manner
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment, and to apply a positive team approach to working with colleagues
- Superior organizational and planning skills
- Intermediate skills with MS Office, Adobe Acrobat and SharePoint

Nature and Scope

- **Contacts:** Externally interacts with the public, our partners, independent instructors, students, businesses, government agencies and other post-secondary institutions. Internally interacts with a variety of departments, services, students, faculty and department colleagues.
- **Level of Responsibility:** Requires minimal supervision and directly supervises a small inter-dependent team. Is an active member of the WatSPEED Management team.
- **Decision-Making Authority:** Makes decisions on non-routine items within the policies and procedures of the department and University. Will make decisions to improve services, increase operational efficiencies and process mapping that could impact functional areas within and beyond the department.
- **Physical and Sensory Demands:** This managerial role is located in an open concept, office setting that 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, including occasional evening or weekend hours. There are 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 client volumes at different times of year.