

Job Description

Job Title:	Scheduler
Department:	Campus Wellness
Reports To:	Client Customer Service Supervisor
Jobs Reporting:	none
Salary Grade:	USG 4
Effective Date:	November 2018

Primary Purpose

The Campus Wellness Administration team serves the University of Waterloo community by supporting Health Services and Counselling Services with effective, efficient, collaborative, client-focused administrative service.

This position is accountable to the Client Customer Service Supervisor and provides exceptional detailed and timely development, implementation, and maintenance of schedules for Directors, Physicians, Psychiatrists, Psychologists, Counsellors, and Nurses, as well as room bookings for meetings and workshops.

Key Accountabilities

Scheduling for Campus Wellness

- Create and implement templates for each different type of staff schedule (e.g. Directors, Physicians, Psychiatrists, Psychologists, Counsellors, and Nurses)
- Distribute schedule requests, collect and clarify information, and input templates each term
- Monitor preferences and restraints on staff schedules, and review implemented schedule changes for accuracy
- Support supervisors and managers in identifying coverage conflicts and gaps well in advance, identifying longer-term implications of short-term schedule changes
- Update appointment preferences and appointment type information
- Coordinate multiple schedules to accommodate meetings
- Support short-notice staff absences (illness, emergency, etc.) by updating their schedules and responding to absence implications
- Inform parties who are affected by changes in schedules
- Work closely with the Campus Wellness Administrative Assistant to assure continuity in Senior Management Team schedules, meeting times, and locations
- Inform Studentcare, AccessAbility Services, and University Police of building closures

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Scheduling for Groups and Workshops

- Each term, coordinate with facilitators for times and locations of approved groups and workshops
- Book rooms for workshops based on preference, availability, and operating hours

Administrative Supports

- Responsible for daily reminders to clients in advance of appointments and workshops
- Support on-going or one-time projects, as delegated by supervisor, for example, coordinate with doctors, nurses and/or the Medical Director to schedule special health clinics

**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

- Administration diploma or equivalent education and/or experience
- Minimum Ontario Secondary School Diploma or equivalent

Experience

- 1-3 years of experience in an office environment building relationships with a variety of stakeholders and balancing conflicting demands and priorities
- Experience working in both mental health and physical health care settings preferred, with the proven ability to deal with highly confidential and sensitive information
- Extensive experience with an electronic health records system is beneficial, experience with Clinic Information System beneficial
- Proven ability to succeed in a detail-oriented environment with a high level of initiative
- Previous experience working in a post secondary setting preferred

Knowledge/Skills/Abilities

- Superior attention to detail
- Ability to work independently with limited supervision
- Exceptional customer service skills
- Excellent problem solving abilities and good judgment as well as strong analytical and organizational skills (e.g. prioritization, time management)

Nature and Scope

- **Contacts:** Internal: All Campus Wellness staff including Counselling Services, Health Services, Health Promotion, and Wellness Administration External: Staff, faculty, and students
- **Level of Responsibility:** self-directed, responsible for accuracy and completeness of scheduling; responsible to anticipate and provide options to solve scheduling problems; Flexibility to support Campus Wellness projects as needed; workload has ebbs and flows
- **Decision-Making Authority:** Limited decision making authority. Responsible to escalate situations to Supervisors or Managers as required.
- **Physical and Sensory Demands:** Possibility of multiple interruptions and competing priorities on a daily basis. The physical demands are minimal, and include normal office experience, including multiple work environments.
- **Working Environment:** Office-based, often solitary work, based out of two on-campus locations (Needles Hall and Health Services). Hours of work are generally 8:00am to 4:00pm Monday to Friday.

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