

Job Description

Job Title:	Interview Day Service Representative
Department:	Co-operative and Experiential Education
Reports To:	Assistant Service Manager
Jobs Reporting:	None
Salary Grade:	USG 4/5
Effective Date:	November 2015

Primary Purpose

The Interview Day Services (IDS) Representative supports the interview process during peak interview times through one of the following primary customer service areas:

- Greeting employers
- Coordinating student phone and webcam interviews through one of several call centres
- Supporting the activities of the paging desk
- Debriefing employers at the end of each interview day

The IDS Representative will provide backup to all IDS areas and the CEE Hub as required, and also assist other areas of Operations as appropriate and time permitting.

The IDS Representative assists with clients who may be exhibiting signs of distress and/or a real or perceived need that they must be addressed quickly, which may require solid judgement to make a decision to utilize in-house de-escalation methods.

Key Accountabilities

Provides welcoming orientation to all employers and students participating in interviews.

- Employer Greeting: Ensure a smooth overall greeting and interviewing experience for employers, students, staff members and other key stakeholders. Ensure all employers are greeted, shown to interview rooms, given guidance on day's process and are provided with interview schedules. Ensure all areas are aware of any last minute changes that may impact scheduling, paging, or other employment services areas.
- Call Centres: Ensure a smooth overall Call Centre experience for employers, students, staff members and any other key stakeholders (e.g. managing schedules while calls may be interrupted or disconnected).
- Paging: Ensure a smooth overall paging desk experience for employers, students, staff members and other key stakeholders (e.g. handles large volumes of transactions, manages last minute schedule changes).
- Employer Debriefing: Provide guidance to employers on CEE ranking process and how to best optimize success during the match.

Deliver excellent customer service to all stakeholders in the interview process.

- Accountable for building preparation, related to interviews, each term.
- Resolve day of requests by employers and students regarding interview schedules and interview method.
- Ensure questions received at any of the IDS stations from students and employers are answered appropriately (one and done) or referred to others in CEE for further action.

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- Deliver service to clearly defined and agreed-to standards.

Continue to seek opportunities to streamline/improve Core Employment Process, communication and delivery of information among Interview Day Services staff, other CEE departments and stakeholders.

- Organize and conduct training, as required, for CEE full time, part time, casual staff, as well as CEE co-op students in procedures and service expectations for all IDS areas.
- Perform administrative type tasks during peak and non-peak times.
- Responsible for ensuring all IDS documentation is updated and available online.
- Provide support as needed to balance resources between all Interview Day Services stations as well as between all CEE Hub staff.
- Service team staff members will be trained to assist with managing workload across the team by taking on temporary, additional work for a limited time.

**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

- Community college diploma and or equivalent experience

Experience

- 1 year of customer service experience is preferred; recent graduate is acceptable.
- Knowledge of Core Employment Processes preferred.
- Knowledge of CEE processes, policies, and guidelines an asset.

Knowledge/Skills/Abilities

- MS Word – Average
- MS Excel – Average
- MS PowerPoint – Average
- Ability to update WaterlooWorks
- Operate Paging Desk and Call Centres
- Knowledge of CEE processes, policies and guidelines
- The Interview Day Services Representative must have a strong customer service orientation and superb verbal communication skills as they communicate with employers calling in for phone and webcam interviews

Nature and Scope

- **Contacts:**

Internal: The Interview Day Services Representative exchanges information on a daily basis with students to resolve issues relating to interview scheduling. The Interview Services Representatives influences and motivates casual staff and CEE staff volunteers working within all areas of IDS to ensure consistent service delivery.

External: The Interview Day Services Representative greets employers in person or as they call into UWaterloo for phone and webcam interviews, provides the day's process information, and answers questions regarding interview etiquette, Call Centre etiquette, scheduling and any other questions regarding the day of interview procedures. In the employer debriefing function, the Interview Day Services Representative will inform employers on strategies for ranking students in an effort to maximize their chances of a successful match result.

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- **Level of Responsibility:** This role has defined duties, responsibilities, and specialized or routine tasks, and receives specific guidance. The IDS representative is accountable for the accuracy and completeness of guidance given to students and employers.
- **Problem solving:** Requires effective probing and triaging skills in order to resolve issues with employers, students, and IDS technology. Must have a solid understanding of CEE's core processes, policies and procedures using solid judgment in order to resolve issues with employers and students in an effective and timely manner. On some occasions would need to escalate issues to the Service Manager. Participate in meetings each term to assess opportunities to continuously improve CEE Operations processes and customer support.
- **Financial Accountability:** None
- **Decision-Making Authority:** The Interview Day Services Representative follows CEE processes and advises the Assistant Service Manager or Service Manager of any issues. Additionally they assess questions, clearly communicate and answer if appropriate, and know when to refer the question to someone else.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable, or unpredictable (i.e., students and or employers who are upset), lack of control over work pace due to control by machine or work process (i.e., unpredictable breakdowns that may cause moving immediately to a manual process), and constant interruptions (i.e., phone desk, end-of-day debriefing, dealing with operation issues with students, paging system breakdowns, event crisis management, event delays and overtime, and staffing coverage, etc.).

This role is a part time position, with full time hours required for approximately ½ of each term. Service support during main interview periods will require work outside of core business hours with adequate coverage required for all IDS functions 7:00 a.m. – 8:00 p.m. during the interview period.

Irregular and/or high volumes and multiple and/or tight deadlines beyond one's control.