

Job Description

Job Title:	Co-op Service Specialist
Department:	Co-operative and Experiential Education
Reports To:	Assistant Service Manager
Jobs Reporting:	None
Salary Grade:	USG 4 - 6
Effective Date:	May 2018

Primary Purpose

Accountable to the Assistant Service Manager, the Co-op Service Specialist is responsible for providing proactive, student- and employer-focused exceptional front-line service in a variety of formats (i.e. in-person, telephone, email, webcam) to our diverse University of Waterloo population. The range of services that the Specialist will be representing is wide and varied, including answers about student co-op records, core employment processes, WaterlooWorks functionality and general issue resolution. They provide general guidance on co-op guidelines, policies and processes, and triage and troubleshoot interview day issues, conflicts and webcam technology. As the first point of contact, the successful candidate must provide a professional and customer centered approach when dealing with stakeholders. This position handles each interaction professionally, effectively, empathetically and in accordance to the University's values in regards to diversity, accessibility and inclusion.

Requirements and specific accountabilities associated with each level of the Co-op Service Specialist role are documented in the Co-op Service Specialist Advancement Criteria.

Key Accountabilities

Service Delivery

- Acting as the first point of contact for many Co-op inquiries, this position supports students and employers by providing information and assistance in an accurate, friendly, empathetic, client-focused, and timely manner.
- Deliver service to clearly defined and agreed-to standards (e.g. impression management, ease-of-interaction, triage excellence, one-and-done, response time, accuracy, completeness, consistency).
- Triages the nature and complexity of inquiries and determines actions to be taken, advising stakeholders as appropriate, and ensuring WW student interactions are updated appropriately.
- Responsible for accurately interpreting appropriate co-op procedures and guidelines to assess stakeholder need and recommend next steps including Centre for Career Action (resource, program or service), escalation to the appropriate Co-op service team member or other departments on campus.
- Provide guidance to employers on Co-op ranking process and how to best optimize success during the match.
- Proactively looks for ways to enhance student's and employer's co-op experience beyond immediate request by being knowledgeable of alternative options and resources available.
- Triage CEE Hub requests regarding WaterlooWorks access for various stakeholder groups, assist with routine requests (e.g. password resets, employer job posting, student applications, etc). Troubleshoot interview day services, primarily call centre and meeting room readiness.

Administration, Operations, and Systems Support

- Drafts the Interview Day Services Roster for co-op, graduate, and Architecture (Cambridge and Toronto) interviews involving approximately 100 individuals including full time, part time, casual and co-op students. Makes adjustments as required with tight time constraints resulting in maintaining a high-level service standard experience for students and employers.

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- Ensure IDS readiness in preparation of next day interview success, informing staff daily of upcoming shifts and all communications to staff on a daily basis regarding IDS shifts and logistics (including nuances in schedules, room requirements, keys, etc)
- Provide support and backfilling as needed to balance resources between all Service Team roles including Interview Day Services, Employer Information Sessions, and CEE Hub as well as between all Co-op Services Specialists. 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.
- Assist with administrative tasks working closely with various areas within Co-op Services.
- Provide support for selected student and employer services. Examples include, but are not limited to: employer tax credits, employer supervisor changes, interview conflicts, missed interviews, work term evaluation inquiries.
- Ensure building is accessible prior to core business hours, maintain working relationship with external security personnel, and relay relevant information to all CEE staff to facilitate a smooth experience for students and employers.
- Manage student requests, during non-peak times, for building use to maximize study space usage.
- Attend team meeting identifying procedural problems, offering suggestions for improvement of services and recommending changes.

Knowledge, Expertise, Mentorship, and Documentation

- Participate in ongoing training and documentation review to create a deep knowledge base in all areas of Co-op.
- Organize and conduct once per term training for full time, part time, casual staff, as well as co-op students in procedures and service expectations for all Interview Day Service stations.
- Regularly review all documents for completeness and accuracy, ensure process changes are clearly documented and communicated to all team members.
- Monitor CEE Hub requests to identify issue trends and areas of opportunity for process improvement and/or communications to stakeholders.
- Understand and support the various technologies (WaterlooWorks, multiple webcam platforms, paging system) and core employment processes that Co-op utilizes in order to identify opportunities for continuous improvement and enhancement of services.
- Mentorship of casual and part time staff to ensure communication, process changes and delivery of information is comprehensive to ensure Interview Day success for employers and students.
- Supervises co-op students to ensure the delivery of results through providing information and context needed to be effective in the role. Includes hiring the best available co-op students, setting goals and expectations, developing effective team dynamics, holding co-op students accountable for performance through formal and informal methods.
- Monitors or delegates work to casual staff/co-op students within the Service team, when applicable.
- Leads or supports projects and initiatives within the Co-op Services unit.
- Proactively looks for ways to enhance the stakeholder experience (includes students, employers, staff).

**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.*

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Required Qualifications

<p>Education</p> <ul style="list-style-type: none"> • Completion of some post-secondary education required, University degree preferred • Equivalent combination of education and/or experience will be considered
<p>Experience</p> <ul style="list-style-type: none"> • 1-2 years of customer service and/or office experience, preferably in a post-secondary environment. • Experience using WaterlooWorks an asset.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Intermediate skills in Microsoft Office suite. • Knowledge of Core Employment Processes, co-op programs, policies and guidelines an asset. • The successful candidate will be customer service oriented, take initiative and ownership to resolve problems, and will have strong written and verbal communication skills. Ability to build strong relationships with CEE Staff, Security Services, and many other internal & external UW contacts. • Works well independently and in a team environment, with the ability to balance workload in both peak and non-peak times. • Must be flexible and adaptive to changing priorities and demands conducive of a work environment where change is dynamic

Nature and Scope

- **Contacts:**

Internal: This position works closely with all members of the Service Team through daily interactions and cross training on appropriate roles. Interacts regularly with Co-op staff (including Student Advisors, Account Co-ordinators, Faculty Relations Managers, Records Co-ordinators) and other CEE departments (CEE Services, Centre for Career Action) regarding common questions/issues related to WaterlooWorks and how students are progressing through the Core Employment Process.

External: Acting regularly as the first point of contact for students and employers, the incumbent triages a myriad of process and interview issues during peak and non-peak times to ensure the integrity of the overall Core Employment Process is maintained. Regularly exchanges information with students to resolve issues relating to jobs and interviews. Acts as the first point of contact for employers who have ranking submission questions after in-person interview are completed.

- **Level of Responsibility:** This role has defined duties, responsibilities, and specialized or routine tasks, and receives direct supervision. They are accountable for the accuracy and completeness of answers given to students and employers. This position may include responsibility for oversight of casual or temporary staff and/or supervision of co-op students. This position will have access to a large amount of student information and therefore maintenance of privacy and confidentiality is critical. Level of responsibility increases with each level of the Co-op Service Specialist role, as outlined in the Advancement Criteria.
- **Decision-Making Authority:** Triages and makes judgments regarding compliance to Co-op policies and procedures with regards to interview conflicts and communicates this information to employers, students and CEE staff. Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information. Applies a high degree of judgment to resolve a large volume of matters relating to day-of interview issues, student and employer concerns regarding Co-op policies and procedures, and prospective student queries. Requires effective probing and triaging skills in order to resolve issues with employers and students. The incumbent must have a strong understanding of Co-op's core employment processes, policies and procedures using solid judgment in order to resolve issues with employers and students in an effective and timely manner. Unresolved issues are escalated to ASM.

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- **Physical and Sensory Demands:**

High-paced office environment. Busy periods may result in above average office noise levels. This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.

- **Working Environment:**

This role involves exposure to emotionally demanding experiences and/or interactions with people who are upset, aggressive, or unpredictable (i.e., students, parents and 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 calls, end-of-day debriefing, triaging complex student and employer issues, paging system breakdowns, event crisis management, event delays and overtime, staffing coverage, etc.). Service support during main interview periods requires work outside of core business hours with adequate coverage required for all IDS functions 7:00 a.m. – 8:00 p.m. Irregular and/or high volumes and multiple and/or tight deadlines beyond one's control.