

## Job Description

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<b>Job Title:</b>	Assistant Service Manager
<b>Department:</b>	Co-operative Education
<b>Reports To:</b>	Service Manager
<b>Jobs Reporting:</b>	Co-op Service Specialists, IDS Representatives, Events Coordinator
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	June 2018

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### **Primary Purpose**

Accountable to the Service Manager, the Assistant Service Managers (ASM) primary responsibility is to provide oversight in all operational functions within the Service team. The incumbents ensure exceptional service and support for all stakeholders in a variety of formats (i.e. in-person, email, web, phone). The ASMs work together to hire, train, manage and schedule a team of permanent, contract, casual and co-op staff and acts as an individual contributor in their area of responsibility. With the nature of this role and its staffing needs, there is a high volume of staff turnover requiring ongoing hiring and training.

This role has a high impact on co-op employer and student relations and retention strategies. Issues escalated to the ASM must be dealt with promptly and in the most effective manner. These actions impact the success of the employer and student experience. In collaboration with the broader Co-operative and Experiential Education (CEE) team, the ASM contributes to the continuous improvement of Co-op in defining a service focused environment and enhancing the overall quality of service to all stakeholders.

### **Key Accountabilities**

#### **Service Excellence**

- Contribute to the creation and execution of service standards for Co-operative Education.
- Fosters a culture of exceptional customer service and ensures staff handle interactions professionally, effectively, empathetically, and in accordance to the University's values in regards to diversity, accessibility, and inclusion.
- Contributes to the development and delivery of the evolving services and associated standards.
- Executes defined and agreed upon service standards while ensuring the student and employer experience exceeds customer service excellence, resulting in employer retention and satisfaction.

#### **Service Delivery**

- Lead a team of full time permanent, part time permanent, contract, casual staff and co-op students to maximize the success of the student and employer experience related to Co-op Services.
- Plan and coordinate workloads among all staff to enable cost-effective delivery of services.
- Ensure a positive experience for employers and students that complements both employers' hiring strategies and students' job search strategies, to increase job fit and job match success.
- Build a strong rapport between Co-op Services, other CEE units, and campus partners who are key stakeholders in our operations (e.g. Data Analytics and Reporting team for metrics).
- Fosters service excellence and expertise in the end to end experience of employers throughout the EIS, interview day and webcam interactions in order to maximize recruitment success.
- Co-ordinates with the Financial Assistant and campus partners with respect to Watcard reconciliation, EIS invoicing, interdepartmental activities, for financial reconciliation.
- Addresses and resolves escalated issues which may have a direct effect on employer retention and recruitment satisfaction.

- Leads or contributes to cross-functional working groups and committees (e.g. EIS best practices working group, building committee, account plan meetings, road show for regional teams).
- Leads and supports initiatives and continuous improvement efforts within Co-op Services portfolio (e.g. Enhanced IDS, moving EIS into WaterlooWorks, integration of front desk operations).
- Ensure appropriate, cost-effective, staffing and back up support for all areas of EIS, IDS and front desk operations. Includes cross training of service staff as appropriate and continual re-assessing and movement of staff to support volumes and peaks and valleys in co-op operations.
- Leveraging resources appropriately during peak and non-peak times of the term.
- Onsite and/or on call outside normal business hours, possibly between the hours of 7:00 a.m. – 10:00 p.m., depending on EIS, IDS, front desk services scheduling throughout the term.

### **Knowledge Expertise, Issue Escalation, Training and Documentation**

- Act as a Subject Matter Expert for assigned area of expertise in order to continuously improve effectiveness and efficiencies in processes within the team.
- As Subject Matter Experts (SMEs), work with the WaterlooWorks teams to ensure technology implementations meet the needs of the stakeholders served by the Co-op Services team (e.g. Enhanced IDS, Paging System upgrades, Webcam technology solutions, migration of EIS into WaterlooWorks).
- Manage Co-op, WaterlooWorks and Core Employment Process support for all stakeholders interpreting policy, process and student records, and understanding when and how to escalate.
- WaterlooWorks issue resolution, triaging and escalation to Tier 2 if necessary; troubleshooting, probing and looking for trends that might indicate a broader system or process issue; identify opportunities for communications and website updates to enhance stakeholder experience.
- Resolve escalated stakeholder issues or forward issues to appropriate individuals for resolution.
- Provide recommendations to increase efficiency and effectiveness of service delivery to enhance student and employer satisfaction; engage other members of CEE as appropriate and as required.
- Collect, monitor and report on service team metrics on a term by term and annual basis.
- Troubleshoot and resolve challenging situations with students, employers, parents and campus partners that fall outside of the scope and accountability of direct reports.
- Act as a change agent and assist with the implementation of recommendations.
- Onboarding and training of service team staff; training all CEE staff involved with IDS.
- Manage up-to-date procedural documentation for all service team functions.
- Troubleshoot, triage and escalate issues related to EIS back-end systems.

### **Staff Recruitment, Scheduling, and Management**

- Recruit and hire adequate and appropriate individuals who complement team goals and objectives.
- With high turnover, this is an ongoing exercise that can result in the hiring and training of several individuals every term.
- Implement scheduling strategy for best use of front desk services, EIS and IDS staff resourcing across the service team to reduce turnover and ensure cost-effective service delivery.
- Cross-train staff across service team functions as appropriate.
- Mentors, motivates, and influences direct reports and co-workers in daily interaction with students and employers.
- Manages costs within the pre-assigned budget for casual staff.

### **Lead and manage direct reports**

- Ensure the delivery of results in support of co-op mission, vision and guiding principles including:
- Providing information and context needed for the employee to be effective.
- Hiring, developing and retaining the best qualified staff available from inside or outside co-op for service team.

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- Setting goals and expectations and helping employees create clear paths to success.
- Developing effective work team dynamics.
- Ensuring appropriate back up, support and cross training to manage capacity.
- Holding employees accountable for performance including consistent application of business processes.
- Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.
- Identifying development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development (e.g. career path, reassignment opportunities, etc.)

***The ASM has primary responsibility for one of three portfolios listed below, and provides coverage to other areas as required.***

**Interview Day Services (IDS)** End-to-end management of the Interview Day logistics including staff deployment and the management of IDS stations and processes. Contributes to employer retention and student satisfaction in the core employment process.

- Six unique Interview Day Stations: four Call Centres, Employer Reception, Paging Desk
- Manages interview conflict and missed interview processes
- Oversees the facilitation of in-person, phone and web interviews
- Delivers service excellence to all stakeholders involved with interviews at the Tatham Centre
- Supports various technologies and equipment (e.g. paging, webcam, headsets, etc)
- Jobs Reporting: Interview Day Services Representatives (Permanent, contract, casual)

**Employer Information Session (EIS)** End-to-end management of employer networking/recruitment events. Contributes to employer branding efforts with students which complements their recruiting strategy and enhances success with the recruitment process. Provides students with opportunities to network with employers to enhance success with the recruitment process.

- Manages event coordination, event facilitation, and post event metric reporting and follow-up
- Co-ordinates on-campus logistics (catering, audio/visual and other equipment, on-site facilitation, venue, promotional activities, etc.)
- Promotes informed decision-making for employers and students, connects employers with targeted groups of students, and students with employers of interest, increasing job fit and job match success in the core employment process
- Jobs Reporting: Events Co-ordinator (permanent, contract), Events Administrators (contract), Events Associate (co-op), Events Facilitators (casual)

**Information Centre and Help Desk Services** Provides proactive and stakeholder-focused service (student, employer, staff, etc) as the first point of contact, through a variety of formats (in person, phone, email, WaterlooWorks messaging, and virtual platforms) in regards to the core employment process, the WaterlooWorks system and student record interpretation.

- Issue escalation and resolution, evaluates the need for process improvement and development to address efficiencies and vulnerabilities, implements process changes with service staff
- Triage, troubleshoot and escalate day-of process, service and technical challenges; provide immediate solutions and viable options to stakeholders
- Jobs Reporting: Co-op Service Specialists (permanent, contract), Co-op Service Associates (co-op)

*\*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**

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### Education

- College diploma in Business Administration, Event Management, or related field, or equivalent combination of education and experience.
- University degree is preferred.

### Experience

- 3-5 years of experience in a service delivery or event management focused role, preferably in a post-secondary environment.
- Demonstrated experience overseeing the work of junior staff.
- Experience with staff hiring and scheduling an asset.
- Experience leading and managing teams preferred.

### Knowledge/Skills/Abilities

- A proven ability to provide exceptional service in a fast-paced environment is required.
- Knowledge of Co-op systems, procedures, and facilities in order to effectively provide information to students, employers, staff and other stakeholders.
- Proven skill in relationship management and achieving results using a collaborative approach.
- Approachable, people-oriented, and values building a strong team and a constructive work environment.
- Excellent organizational skills, adept at problem solving, probing, process thinking and a high tolerance for ambiguity.
- Service focused, skilled at dispute resolution in customer service and staffing situations.
- Intermediate skills: Microsoft Office suite.

### Nature and Scope

- **Contacts: Internal:** This position works closely with all members of the co-op services team through daily interactions and cross training on appropriate roles. Interacts regularly with co-op staff (including Operations Managers, Production Manager, Student Advisors, Account Managers, Account Co-ordinators, Faculty Relations Managers, Operations Administrator, Records Co-ordinators), and other CEE departments (CEE Services, Centre for Career Action, WatPD) regarding use of the Tatham Centre, impacts of system changes, common questions/issues related to WaterlooWorks and how students are progressing through the Core Employment Process. This position manages and ensures positive relationships with campus partners including venue coordinators, audio-visual professionals, caterers, etc. (specifically related to EIS portfolio). **External:** This position is involved with all escalated issues from students and employers through front desk services, EIS and IDS. The ASM influences employers to resolve difficult situations and support unique customer service requests and issues for EIS experiences. The ASM discusses information with employers during and post interviews (e.g. advising employers on rankings).
- **Level of Responsibility:** This position is responsible and accountable for the day to day operations of their area, and the work of their team. This includes management of permanent full time, permanent part time, contract, casual staff and co-op students. The ASMs assist with the definition and implementation of a service focused organization. They must be attentive to the Core Employment Process calendar and how these activities affect their respective areas. The ASM acts as Tier 1 support for WaterlooWorks, and identifies trends to the technology and continuous improvement team regarding systems issues. They troubleshoot and solve problems relating to sensitive and difficult situations where employers and students are unhappy with their experience. This position is responsible and accountable for the quality and accuracy of service delivery to students and employers which can have significant impact on the reputation of co-op and the University. The ASM manages costs for casual staff within an assigned budget, monitors and approves permanent and casual staff hours on an ongoing basis which are submitted to CEE Services. They assist with

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escalated EIS related financial reconciliation issues, monitors invoicing and addresses issues of non-payment. Manages financial reconciliation and booking for interdepartmental activities that often occur outside of business hours and on weekends. (Optometry interviews, BETS, Math teaching etc.)

- **Decision-Making Authority:** This position makes day of interview decisions that impact the student and employer experience. They consider future staffing changes that will affect service delivery and are constantly balancing their team's workload and priorities. They make hiring decisions and consider the appropriate staffing model to meet their needs (e.g. permanent, contract, casual, co-op). They exercise good judgment in applying policies and procedures to difficult issues with students and employers. This position resolves unexpected, unique, or complex front desk, WaterlooWorks, EIS or IDS situations under extreme time pressures, and resolves difficult situations with students and employers. These escalated issues vary in complexity and frequency and can stem from employer and student experiences with our system (WaterlooWorks or webcam technology), staff or processes, or from interactions with several uWaterloo service groups/campus partners (e.g. Parking, Food Services, Central Stores, venue coordinators (internal and external), Media Services, facilities, etc.). To problem solve appropriately, the ASM must have thorough knowledge of co-op policies and procedures related to the core employment process.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury. It may involve constant interruptions from e-mail, face-to-face interaction and phone.
- **Working Environment:** This role involves minimal 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.). Service support during main interview periods and the EIS season will require work outside of core business hours from 7:00 a.m. to 10:00 p.m. Irregular and/or high volumes and multiple and/or tight deadlines beyond one's control.