

Job Description

Job Title:	Co-ordinator, Desk Services and Operations
Department:	Campus Housing
Reports To:	Manager, Residence Services
Jobs Reporting:	Team Leader, Front Desk Trainer, Front Desk Assistant
Salary Grade:	USG 6
Effective Date:	October 2021

Primary Purpose

The Coordinator, Desk Services and Operations is responsible for the coordination of Front Desk operations which includes scheduling and supervision of all Front Desk student-staff in five residence communities. This includes liaising with the Residence Life and Residence Learning teams, as well as other members of the Department of Campus Housing, and various campus partners to contribute to the advancement of the department's goals regarding student services and customer experience. As a member of the Residence Services Management Team, the Co-ordinator is responsible for supervisory duties that directly impact the customer experience at each residence front desk, as well as contributing to a positive team culture amongst student-staff.

The Co-ordinator, Desk Services and Operations is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes.

Key Accountabilities

Student-Staff Scheduling

- Schedules at-the-desk onboarding training for all new staff.
- Plans and schedules training for all returning staff based on their level of experience and needs.
- Prepares monthly schedules for 25-75 staff (over 700 shifts per month) at five front desk locations.
- Educates student-staff on time management and works with staff to create schedules that allow them to balance their work, academic schedules and extracurricular commitments.
- Manages all shift trades, time off requests, and emergency coverage situations during business hours.
- Adheres to legislative policies and procedures (i.e. University of Waterloo, Employment Standards Act, etc.) relating to scheduling of staff in the incumbents area (i.e. overtime, statutory holidays, vacation, etc.).

Leadership and Supervisory

- Effectively supervises Team Leaders and facilitates weekly meetings to review issues, provide opportunities for personal and professional development, providing day-to-day guidance to problem-solve issues within assigned areas.
- Supervises Front Desk Trainers throughout the term to ensure that onboarding and ongoing training of student-staff is successful.
- Supervises Front Desk Assistants (FDAs) outlining clear expectations and responsibilities, ensuring student-staff are performing in accordance with departmental policies, values and processes.

- Effectively measures and evaluates performance of direct reports, delivering evaluations to staff through both formal termly evaluations and informal methods such as regular feedback/coaching.
- Consults with Desk Services Leadership team to identify areas for individual/team improvement. Uses feedback to create and execute a development plan.
- Provides leadership in one-on-one conversations, and team meetings and addresses team conflict fairly and professionally.

Orientation and Training

- Designs and facilitates two large scale, two-day student-staff training each year (April and August) and three multi-day leadership staff training each year (April, August, and December).
- Collaborates with Program Resources Co-ordinator on logistical considerations for student-staff training and leadership events. This includes but is not limited to booking meals, making purchases through external stakeholders, preparing training schedules, workshop facilitation, space setup, and other administrative responsibilities.
- Shares learning/professional development goals of Front Desk student-staff with the Project Co-ordinator, Recruitment, Training and Development in order to create training sessions, build content or seek out facilitators/keynote speakers.
- Develops and continually assesses all aspects of at-the-desk training and onboarding executed by the Front Desk Trainers to ensure that the Desk Services program is accommodating the needs and learning styles of all student-staff.
- Prepares, updates and orders printed training materials for all student-staff and student leaders each term.

Front Desk Operations Management

- Manages Team Leader, Front Desk Trainer and Front Desk Assistant programs and databases to ensure information (i.e. policies, processes, contacts, etc.) is up-to-date.
- Develops cross-functional processes in collaboration with other areas of the department to create/revise policies for their implementation
- Oversees booking, documentation, and use of all residence spaces in public areas. This includes updating Outlook calendars, maintaining a document outlining all spaces and their functions and uses, and handling bookings of space for all external parties.
- Develops print and electronic communications to students regarding services offered.

Special Projects

- Designs, and executes FDA for a Day, an event designed to educate other employees of the Department and campus on the functions of the Front Desk program and to promote recruitment to student-staff in other roles.
- Collects and compiles feedback from FDAs termly and implements this feedback into strategic plans for the growth and development of the Front Desk Assistant, Front Desk Trainer, and Team Leader programs.
- Oversees all mail and package processing by FDAs, including strategic planning for mail management during peak periods, such as Black Friday and start of term.
- Coordinates termly large-scale banquets for the Desk Services team (25-75) to celebrate individual and team successes.
- Represents Desk Services and/or Student Development & Residence Experience in departmental or campus-wide special projects as necessary.
- Facilitates move-in at the front desks by scheduling and preparing FDAs, coordinating with Residence Facilities and WatCard to prepare key envelopes with student WatCards and compile all information into a reference document for staff including details for students from WatCard, International Orientation, Food Services, etc.

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- Oversees service level at all front desks, by collecting and compiling feedback (i.e. HappyOrNot terminals), liaising with partners and FDAs to adjust and improve customer service wherever possible.

**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

<p>Education</p> <ul style="list-style-type: none"> • Completion of post-secondary education and/or equivalent combination of education and experience will be considered.
<p>Experience</p> <ul style="list-style-type: none"> • 3-5 years' experience in a post-secondary setting, or equivalent. • Supervising direct reports and managing difficult conversations. • Training/mentoring student-staff is required. • Proven ability to work autonomously with limited supervision. • Demonstrated ability to work in a team-based environment and manage multiple priorities concurrently.
<p>Technical Skills</p> <ul style="list-style-type: none"> • Microsoft Word, PowerPoint: Basic • Microsoft Excel: Intermediate • Working knowledge scheduling software is an asset (i.e. WhenToWork).
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Ability to handle sensitive student situations with tact and diplomacy, ensuring that the student's confidentiality and dignity are upheld. • Proven ability to manage a variety of ongoing projects, tight deadlines, stay organized, and prioritize effectively. • Ability to take initiative and be both creative and flexible. • Strong interpersonal skills. • Strong communication skills, can communicate effectively to diverse audiences, including one on one and in group settings. • Ability to gain consensus and work with people representing varying interests while maintaining a strong commitment to student growth and development.

Nature and Scope

- **Contacts:** Internally, the Co-ordinator communicates with student-staff and full-time staff from all areas of the Department of Campus Housing. Works closely with the Program Resources Co-ordinator specializing in this functional area, and collaborates with the Project Co-ordinator, Recruitment, Training and Development to design training that meets the needs of all front desk student-staff. The Co-ordinator will liaise with members of the department (i.e. After Hours, Maintenance & Security Services, Occupancy, Marketing Services, etc.) and campus (i.e. WatCard, Police Services, Student Success Office, etc.) to facilitate the seamless execution of the student experience in residence.
- **Level of Responsibility:** The Co-ordinator provides overall leadership and direction to all Front Desk student-staff (casual employees) through effective supervision and coaching. This position will have access to a large amount of student-staff information and therefore maintaining privacy and confidentiality is critical.

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- **Decision-Making Authority:** The Co-ordinator has decisions-making authority for items outlined above and is expected to collaborate on decisions that impact the Residence Services functional area. The Co-ordinator will consult with the Manager, Residence Services for decision-making outside of normal conditions.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a moderate to fast-paced service-oriented environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness and accuracy.
- **Working Environment:** Open office environment, occasional evening and weekend work required, occasional travel for professional development opportunities. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent calls for shift coverage) that are impacted by varying work volume at different times of the year resulting from work within a student housing environment. On-call work is required, involving the availability to answer urgent inquiries via email or phone. This role is the first tier on-call contact, supporting the Team Leader (student-staff) on-call process.