

## Job Description

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<b>Job Title:</b>	Client Customer Service Supervisor
<b>Department:</b>	Campus Wellness
<b>Reports To:</b>	Manager, Wellness Administration
<b>Jobs Reporting:</b>	Receptionists
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	December 2017

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### **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.

The Client Customer Service Supervisor is accountable to the Manager, Wellness Administration to ensure exceptional, consistent, responsive client customer service in all Campus Wellness venues. Two Client Customer Service Supervisors work closely together, functioning as co-leaders of the Client Customer Service Team. In collaboration, the Client Customer Service Supervisors provide leadership in defining a service-focused environment to Campus Wellness.

The Client Customer Service Supervisor is responsible for all Campus Wellness reception desks which function as the information and reception centres for all Wellness venues serving University of Waterloo students, staff, faculty and their families. This position is regarded as a senior staff position in Campus Wellness administration

### **Key Accountabilities**

#### **Co-lead and Support the Wellness Client Customer Service Team**

- Each of two Client Customer Service Supervisors is responsible for leadership in either Health or Counselling Services units; day-to-day oversight and responsibilities differ
- provide united, consistent direction to all receptionists where applicable
- work together in context of mutual support and decision-making
- share all responsibilities of the role fairly
- coordinate Supervisor schedules to ensure receptionists and staff have access to a Supervisor at all times
- collaborate closely with Operations Supervisor to ensure seamless client customer service from operations to face-to-face interactions
- model exceptional customer service approach by acting as back-up receptionist when required

### **Ensure Exceptional Customer Service Through Receptionists**

- ensure consistent, welcome reception for all who seek information or service at all Campus Wellness venues, serving University of Waterloo students, staff and faculty
- ensure consistent, responsive service for all internal clinical and administrative staff members who seek information or service regarding clients at all Campus Wellness venues
- consult with Manager, Wellness Administration and marketing/communication personnel to ensure physical environment, including signage and printed material is student-friendly and meets University of Waterloo and Campus Wellness brand and style standards.

### **Exceptional Client Customer Service Training**

- develop and maintain electronic procedure and protocol manuals to ensure receptionists have accurate, detailed instructions for all tasks
- in addition to UW's Exceptional Customer Service workshops, develop on-going continuous improvement programmes for Receptionists based on the standard of effective, efficient, collaborative client-focused service
- ensure receptionists are fluent in general reception duties in all Campus Wellness venues, including venue-specific procedural differences and nuances
- set and monitor client customer service standards, as well as administrative standards for accuracy and consistency

### **Evaluation and Feedback**

- develop, refine and maintain systems and repeatable tools to solicit stakeholder feedback and evaluate client customer service on an ongoing basis
- evaluate interpersonal interactions, systems and structures directly related to face-to-face service
- recommend and implement procedural changes and processes as necessary to ensure exceptional client customer service
- work closely with Operations Supervisor to implement improvements which affect operations
- build and maintain relationships with all stakeholders (e.g. campus community members; client/patients; clinical and administrative staff)

### **Human Resources Administration**

- provide co-leadership and direction for the entire Wellness Client Customer Service Team
- recruit, hire, supervise, manage performance of Wellness Client Customer Service Team members

### **Administrative Projects and Tasks Management**

- ensure solid administrative foundation for clinical services by coordinating all ongoing and special administrative projects and tasks
- seek out and standardize processes across both units
- consult with Campus Wellness clinical and administrative staff and Manager, Wellness Administration as needed, to strategically process all clinical requests for administrative support (e.g. project support, on-going tasks)
- monitor and adjust individual receptionists' workloads to ensure solid administrative foundation for clinical services
- develop feedback and evaluation mechanisms to ensure the quality of administrative work clearly supports clinical requirements
- ensure fair distribution, learning opportunities and administrative coverage (e.g. team members' vacation, illness) when assigning projects and tasks

## Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Degree or certificate in related administrative field, or comparable experience</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• At least two years' experience in human resource management in a context of client customer service, preferably in a health care setting. Proven experience working in close collaboration with other administrators at comparable level of responsibility.</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• <b>Interpersonal</b> - Proven ability to influence and motivate others, promote, justify, respond to and settle highly sensitive matters pertaining to Campus Wellness services, functions, and profile on campus. Demonstrate superior collaboration and mutual delegation skills. Demonstrate and model exceptional client customer service to all stakeholders by consistent friendliness, professionalism, assertiveness and messaging. Demonstrate quick decision-making, a superior ability to multi-task, prioritize, manage time, and remain flexible.</li> <li>• <b>Problem solving</b> - The Client Customer Service Supervisor engages others to collaboratively solve a wide range of customer service problems ranging from lack of compliance with protocol or procedure to lack of consistency of clinicians' requests for administrative support. Solutions to such problems can include development of new training protocols, consultation and collaboration with Operations Supervisor regarding process or systems changes. Problems are often complex and require balancing competing priorities and competing needs of stakeholders.</li> <li>• <b>Technical</b> – Extensive knowledge of an electronic health records system; extensive knowledge of MS Office Products, working knowledge of SharePoint</li> </ul>

## Nature and Scope

- **Contacts:** Internal: all Campus Wellness clinical and administrative staff External: All members of the University of Waterloo community in all Campus Wellness venues (students, staff, faculty and their family members); community partners (e.g. counselling agencies, service-providers)
- **Level of Responsibility:** Joint responsibility, with other Client Customer Service Supervisor, for all aspects of direct client customer service and related administrative areas as outlined above
- **Decision-Making Authority:** Final decision-making authority for all areas outlined above, in collaboration with the other Client Customer Service Supervisor
- **Physical and Sensory Demands:** Possibility for multiple interruptions and competing priorities on a daily basis. Flexibility and responsiveness to a variety of administrative and clinical staff regarding day-to-day and long-term issues are required. Ample opportunity for movement within various areas in at least two on-campus buildings where Wellness services are delivered. May require moderate physical demands, including light lifting and moving of equipment/material.
- **Working Environment:** Exposure to regular disagreeable conditions typical of a senior staff position. Normal stress and pressure associated with this level of position. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unwell, unstable or unpredictable. Located indoors in comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff and faculty and their families). There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (e.g. phone calls, e-mails, unplanned but urgent support requests, varying student volumes at different times of year). At times, hours of operation include from 8:00 a.m. to 8:00 p.m. Position requires flexibility to occasionally shift working hours to include evenings.