

Job Description



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| Job Title: | Client Services Specialist |
| Department: | AccessAbility Department |
| Reports To: | Operations Manager |
| Jobs Reporting: | None |
| Salary Grade: | USG 5 |
| Effective Date: | May 2023 |

Primary Purpose

The Client Services Specialist is accountable to the Operations Manager and supports all activities related to the administration of the office. This involves offering assistance and “tier-one” information to current and prospective students related to their registration with AccessAbility Services, as well as faculty responsible for accommodating students registered with the office. This position is the first point of contact for the office and has primary responsibility for email, telephone, and in-person inquiries (which constitutes approximately 50% of the position). The Client Services Specialist also uses AccessAbility Services enterprise system to enable the student registration process, documentation submissions, appointment bookings, and the distribution of accommodation letters to instructors. This position provides crucial administrative support to both the clinical accommodation team and the student accommodation service team, ensuring, smooth, efficient, and student-centric delivery of AAS services and supports.

Key Accountabilities

Office Administration Support

- Supports the daily workflow of AAS through general administrative support including updating applications in client database and facilitates related follow-up, distribution of information, sharing of resources, and responding to staff requests for assistance.
- Schedule student appointments for each Accommodation Consultant, Technologist, Learning Strategist and Records Evaluator and maintains each staff members appointment calendar.
- Uses the enterprise system in a manner that enable a seamless flow of day-to-day AAS business process (ranging from the application phase, to the documentation review process, to appointment scheduling, to discharge). This involves moving student profiles through the various “profile statuses” and ensuring the appropriate uploading and storage of files.
- Participates in the assessment, development, implementation, and ongoing maintenance of relevant administrative procedures and protocols.
- Ensures all information posted or available for distribution to students is up to date
- Coordinates, communicates and provides training for staff regarding office security procedures and protocols.
- Monitors and maintains inventory of office supplies and facilitates orders for products or approved equipment as required.
- Provides support related to student engagement opportunities (e.g., Open House, Orientation, Campus Life Fairs, etc.).

Client Services and Navigation Support

- Provides professional, timely, accurate and exceptional customer service to potential and current students, staff, instructors, and other stakeholders.
- Responds appropriately to all types of inquiries related to our various stakeholders (students, faculty, parents, staff) over the telephone, and via email and making appropriate referrals as necessary.
- Applies service approaches (e.g., AODA customer service standards, de-escalation strategies) that best support students with a variety of disabilities.
- Facilitates the resolution of disputes or complex student issues arising from reception, triaging unresolved issues to the appropriate person as needed. Directs students in crisis to appropriate support services.

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- Explains processes and procedures where appropriate.
- Provides hands-on assistance to students during the application process, including the collection of health information for the purposes of academic accommodation planning.
- Ensures important information related to accommodation supports and services are effectively communicated to AAS clients in a timely manner through appropriate channels.
- Uses knowledge of AAS and University resources to ensure students are directed to appropriate campus support services and resources, particularly when supporting students in distress.

Exam Centre Administration Support

- During peak exam periods, this position will support the Exam Centre Manager with the preparation of exam materials for delivery to proctors in a secure and confidential manner.
- Works alongside examination proctors to ensure integrity of the examination process.
- Provides suitable triage of issues and inquiries and directs complex queries to the Exam Coordinator.
- Uses best judgement to maintain exam integrity while supporting students in crisis.

Health Records Administration

- Ensures forms and applications are complete in the student file. Checks for completion.
- Ensures access to secure documents are controlled appropriately.
- Ensures data accuracy and document integrity.
- Appropriately uses and maintains confidential health and education records in accordance with University policy and relevant Privacy legislation.
- Effectively uses systems and technology to accurately and efficiently manage student medical information and related client files.
- Maintains a current and accurate reflection of interactions with students through detailed case notes.
- Directs the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.
- Under the supervision of the Operations Manager, the incumbent will destroy confidential student files and AAS documents, including confidential medical documentation, academic accommodation documentation, and examination administration files in accordance with the University's Record Destruction Management framework.
- Under the direction of the Operations Manager, the incumbent will create and maintain webforms and other departmental forms.

**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

- Postsecondary degree or certificate in relevant field and/or equivalent work experience.

Experience

- Experience in customer service and/or office administration
- Experience providing guidance and direction to others
- Demonstrated experience working with individuals with unique needs and experience or training in dealing with students in crisis and securing appropriate support
- Previous experience in a secondary or post-secondary school work environment is preferred

Knowledge/Skills/Abilities

- Demonstrated ability to perform basic system administration tasks in an information system is preferred
- Intermediate computer literacy with Microsoft Word and Excel and basic computer literacy with PowerPoint
- Exceptional client service orientation, unwavering friendliness, professionalism and assertiveness
- Demonstrated commitment to teamwork

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- Attention to detail and accuracy
- Ability to remain flexible
- Ability to respond to competing demands in a fast-paced environment
- Ability to navigate a high volume of competing requests and multiple interruptions.

Demonstrated ability to:

- Maintain a high standard of public relations at all times
- Manage a high work demand and meet deadlines
- Exercise judgement and discretion when handling confidential and sensitive information
- Excellent interpersonal and communication skills
- Strong organizational and attention skills

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with AAS staff, including Accommodation Consultants, other departments across campus (Student Success Office, Plant Ops, etc.) and the six faculty units. Externally, this position may interact with prospective students and their family member's, professional associations and/or other institutions.
- **Level of Responsibility:** This position is responsible for supporting processes within AccessAbility Services ensuring that all practices meet defined quality and service objectives. The overall efficient, effective, and ethical operation and administration of the office is a major responsibility of the incumbent. The incumbent has a high degree of access to confidential materials, and as a result is responsible for the secure and confidential management of student medical documentation. Responsible for ensuring confidentiality of student health information is maintained. This position has defined duties and responsibilities with no direct reports. Responsible for all areas outlined above.
- **Decision-Making Authority:** This position has decision-making authority for items outlined above and is expected to collaborate on decisions that impact the office (or are outside of normal conditions) with the Operations Manager.
- **Physical and Sensory Demands:** This position in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury. Extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy within a fast-paced service-oriented environment.
- **Working Environment:** The position is exposed to stress and pressure associated with administrative responsibilities in a clinical setting. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. Risk of exposure includes verbally and physically aggressive individuals; individuals dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). Located indoors in a comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff, faculty, and student family members). 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, urgent support requests, varying student volumes at different times of the year). Requires flexibility to occasionally shift working hours to include evenings or to accommodate required staffing levels. Note: Maintaining a clear Vulnerable Sector Check is a requirement of this position.