**Job Description**

**Job Title:** Records Co-ordinator  
**Department:** CEE  
**Reports To:** Production Manager  
**Jobs Reporting:** None  
**Salary Grade:** USG 7  
**Effective Date:** January 2018

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**Primary Purpose**

The Records Co-ordinators interpret and ensure the integrity of policies and practices affecting student and employer records maintenance and documentation retention practices. This role is accountable for accurately, securely and effectively coordinating and executing the various activities related to ensuring data integrity of employer and student records in WaterlooWorks. The incumbent is an expert source of knowledge related to records management and the relevant impacts of plan or service team changes as they relate to facilitating co-op employment process, and impacts on all WaterlooWorks job boards.

**Key Accountabilities**

**Maintain and manage student and employer records**
- Manage student activations and withdrawals and/or employer registrations and inactivation.
- Ensure service teams are applied and updated on both student and employer records appropriately.
- Reconciliation of plan modification activity, ensuring changes in and out of academic plans are accurately reflected in WaterlooWorks.
- Accurate recording of plan sequence changes as requested, enabling students access to the appropriate job boards and co-op support.
- Investigate, analyze and appropriately update employer and student records resulting from various CEE processes (e.g. renege/rescind, service team transfers, etc).
- Escalate and resolve data by contacting appropriate stakeholder (e.g. Registrar’s Office, Undergraduate Advisors, WW Service Team member).
- Contact students regarding missing information and/or status confirmation.
- Contact employers to verify student arranged own jobs and/or new employer registrations.

**Manage data integrity of student and employer records**
- Identify, generate and execute a series of daily, weekly and monthly data health checks to confirm the integrity of the data resident in WaterlooWorks.
- Investigate, analyze and appropriately update employer and student records as appropriate.

**Ensure integrity of policy management as it pertains to student and employer records**
- Facilitation and preparation for adjudication of co-op Policy 70 cases, including data gathering, meeting facilitation, decision documentation and communication.
- Ensure student and employer records are managed in accordance with UW data retention guidelines (Policy 46).
- Accurately reflecting student status as a result of their academic progress which includes processing withdrawals, bumps and identifying/contacting students who are no longer able to achieve co-op degree requirements.
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- Managing employer “do not solicit” list, adhere to CASL regulation regarding removing employers from our regular mailing lists.
- Understanding of university or external policies that may require escalation to appropriate CEE managers (e.g. Employment Standards Act, WSIB).

**Required Qualifications**

**Education**
- University Undergraduate Degree or equivalent

**Experience**
- 3-5 years employment at University of Waterloo, preferably in CEE, Registrar’s Office or faculty undergraduate office.
- Experience in records management, documentation retention an asset.

**Knowledge/Skills/Abilities**
- Familiarity with Co-operative education policies/procedures and the core employment process.
- Continuous improvement mindset and exceptional customer service focus.
- Strong interpersonal skills and the ability to interact in a positive and supportive manner.
- Well-developed organizational, analytical, problem solving, and communication skills (oral and written).
- Proven ability to work independently and as a team member with a high level of initiative in a fast-paced, deadline-driven work environment.
- Proven capacity to multi-task and handle a high volume of work with an aptitude for attention to detail and accuracy.
- Patient and meticulous self-starter requiring minimal oversight/direction and capable of prioritizing tasks.
- Proficiency with Microsoft Office, QUEST, SharePoint, WaterlooWorks.

**Nature and Scope**

- **Contacts:** The incumbent works collaboratively with others across campus, exchanges and provides information and troubleshoots problems. Interpersonal, customer service and professional communication skills required. Primary contacts within CEE include Account Coordinators, Account Managers, Student Advisors, Faculty Relations Managers, and Analysts. Primary campus contacts include Registrar’s Office and Undergraduate Advisors. External includes first point of contact for new employers who wish to hire students.
- **Level of Responsibility:** The incumbent performs specialized tasks with minimal supervision. Sound judgement must be exercised and priorities determined and balanced. The position is responsible for supporting processes within Cooperative and Experiential Education ensuring that all processes meet defined quality and service objectives. Responsible for ensuring confidentiality of data and any client interactions is maintained. This position has defined duties and responsibilities with no direct reports.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the responsibilities of the process that is being supported. Investigates issues, providing information and explanation to those involved and makes adjustments/corrections as necessary. Consultation with Manager, other CEE stakeholders and campus partners may be required.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions.
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- **Working Environment:** Deadline driven with volumes peaking at various points of the term. Moderate on-call expectations to support evening/weekend activities related to Core Employment Process. Support outside core business hours will be required.