Job Description

Job Title: Learner Support Representative
Department: Centre For Extended Learning
Reports To: Learner Support Supervisor
Jobs Reporting: None
Salary Grade: USG 5
Effective Date: June, 2012

Primary Purpose
Reporting to the Learner Support Supervisor, the incumbent is the first point of contact for the Centre of Extended Learning (CEL), and is responsible for a variety of tasks supporting University of Waterloo’s credit and Professional Development (PD) students.

Key Accountabilities

Reception/Hospitality
- Answer phones and inquiries; greet and direct students, instructors, clients, and visitors; and promote services where appropriate.
- Coordinate catering and refreshments for PD participants, ensuring that the training areas and lounge are kept presentable and well-stocked.
- Review and ensure classroom inventory levels are adequate for upcoming courses.

Student Support
- Process PD course registrations; generate PD course evaluation summaries.
- Prepare course materials and reports for PD classroom courses and corporate training.
- Print participation and program certificates.
- Update and maintain PD student records.
- Invigilate pre-university course exams; input pre-university marks into database; prepare proctored exam material and follow-up correspondence (with grade information to student, Admissions Office, and/or other universities).
- Invigilate external exams.

Financial Transactions
- Verify monthly online class lists and reconcile invoice for payment.
- Prepare bank deposits (cash/cheque, Point-of-Sale terminal, and B credit card transactions) for funds received for PD, pre-university and partnership courses.
- Prepare quarterly invoices (Transfer of Funds) and submit to Finance for reimbursement.
- Calculate and verify annual sales statistics for use in calculating pre-university royalty payments.

Maintenance and Technical Support
- Provide first level support for students using Waterloo systems, escalating when necessary.
- Assist with new system functionality testing.
- Open and close the Learner Services area.
- Verify audio visual and computer equipment in PD Training Rooms are working, troubleshoot when necessary.

Clerical Support
- Sort daily mail, and ship pre-university and course/program certificates.
- Take and transcribe minutes at bi-weekly staff meetings.
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- Order office supplies.
- Create and update procedural documentation.
- On occasion, train casual staff.

Other
- Assist in occasional projects to contribute to improvements in CEL and LS services.
- Provide assistance to exams when needed
- Other duties as assigned, including special projects

Required Qualifications

Education
- University degree, preferably from the University of Waterloo, or relevant education and experience

Experience
- Demonstrated experience providing superior and efficient client service and support in a high volume service industry, preferably within an educational environment. Evidence of superior business communications skills (written, digital and verbal).
- Proven ability, through experience, to adapt and quickly learn new processes, programs, and applications in a fast-paced, continuously evolving environment. Strong knowledge of University of Waterloo/Centre for Extended Learning programs and offerings.
- Experience with Waterloo LEARN, Quest, uWaterloo RT, websites, Agile and Bambora would be an asset.

Knowledge/Skills/Abilities
- Familiarity with Waterloo admissions, registration, and finance policies and procedures, the Registrar’s office, Waterloo faculties and schools, and other support services.
- Intermediate computer skills in the use of Microsoft Office and SharePoint. Proven attention to detail and accuracy and experience with processing financial transactions, preparing bank reconciliations, and producing and reconciling invoices.
- Must be available to work during the hours of 8:00 am – 5:30 pm (staggered start and end times)

Nature and Scope

Contacts: Internally, the incumbent regularly interacts with a variety of departments and services on campus. Client service is a focus for this role, the incumbent interacts regularly with students from both inside and outside of the University.

Level of Responsibility: The job has defined duties and responsibilities and receives direct supervision

Decision-Making Authority: Makes regular decisions about routine items throughout the course of regular client service and support of students. Seeks guidance as appropriate from the Supervisor.

Physical and Sensory Demands: The Learner Support area is busy, and at times noisy, with frequent interruption to work flow. The Learner Support area is open concept and staff must work in close proximity to each other. This position requires lifting (10-40 lbs) on occasion when receiving and storing boxes of photocopier paper, office supplies, groceries, envelopes, and certificates.

Working Environment: Learner Support Representatives receive a 30-minute lunch break, accumulating 30-minutes of flex time daily. The interdependent nature of the role requires that various responsibilities are shared between the Learner Support Representatives who are cross-trained in all areas of the role. Occasional overtime in the evening and on weekends is required.