

Job Description

Job Title:	Room Booking Coordinator
Department:	Co-operative Education & Career Action
Reports To:	Operations Manager
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	June 2017

Primary Purpose

The Room Booking Coordinator schedules and manages the logistics for room bookings within the Tatham Centre primarily to facilitate student/employer interviews. The incumbent participates in various committees which review space allocation within the building and leads or contributes to special projects relating to process efficiency and delivery of service standards. The incumbent is responsible for maintaining an accurate floorplan setup to maximize space utilization and capacity.

Key Accountabilities

Schedule complex, high volume student/employer interviews and adjust schedules as required working within tight time constraints/deadlines.

- Ensure a smooth process for the use of individual and alternative media interviews (phone or web)
- Process reservations and allocate rooms according to availability, balance needs for different kinds of rooms required (e.g. allocating rooms to be used for in person or phone/web)
- Prepare, process and distribute documents for Interview Day Services
- Proactively monitor data integrity in schedules
- Deliver necessary interview details to various areas within the department to ensure interview days run smoothly

Subject Matter Expert (SME)/Primary Stakeholder for Room Bookings

- Ensure WaterlooWorks floorplan is configured accurately and appropriately according to the term calendars and forecasted usage, update as needed based on space requirements and changes in room availability
- Perform capacity planning and coordination of all room and space requirements for interviews – including co-op students, graduating students, mock interviews (WatPD) and walk in interview room requests
- Meet with teams within CECA discussing interview dates and office availability
- Lead or participate on teams that solve challenges or create efficiencies and best practices within the room booking process

Provide assistance and backup to various Operations roles, and contribute to special projects

- Due to the cyclical nature of the role related to the core employment process for CECA, the capacity in the last month of each term can be filled by backing up various Operations roles and/or special projects
- Coordinate with external stakeholders to ensure their facility needs are met
- Make recommendations to space committee on how best to configure building for interviews
- Contribute to the development and monitoring of space and capacity measures

Required Qualifications

Education

- University undergraduate degree and/or equivalent education and experience

Experience

- 1-2 years' experience dealing with high volumes and tight deadlines in a customer service environment
- 1-2 years' experience with scheduling or related experience

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- Project coordination experience an asset.

Knowledge/Skills/Abilities

- Proven communication and interpersonal skills; proven self-starter, effectively plans, prioritizes and manages multiple concurrent assignments and tasks. Ability to work well under pressure.
- High level of expertise preferred with CECA Core Employment Process, policies and guidelines.
- Problem solving
The Room Booking Coordinator applies a high degree of judgment to resolve a high volume of issues relating to interview schedules and capacity planning for interviews while adhering to tight deadlines. The Room Booking Coordinator identifies and solves problems with the interview scheduling process, which may involve creating and leading small project teams.
- Interpersonal Skills
The Room Booking Coordinator is able to handle multiple requests within a tight deadline, and applies analytical skills to scheduling, logistics and project tasks. The Room Booking Coordinator is customer service oriented, and builds strong relationships with co-workers. The Room Booking Coordinator must have excellent interpersonal and verbal communication skills, along with a professional manner, effective probing, problem solving, conflict resolution and sound decision-making skills.
- The incumbent for this job must have Excel knowledge.
- The incumbent must be able to adapt to a changing environment and handle multiple priorities.

Nature and Scope

- **Contacts:** Internal: Within CECA, the Room Booking Coordinator collaborates with all Account Coordinators and obtains and discusses information with the Operations and Service Managers. The Room Booking Coordinator works with students and other external stakeholders to book rooms within the Tatham Centre. The Room Booking Coordinator is involved with various CECA committees related to space utilization. External: The Room Booking Coordinator works with employers and/or students when backing up various roles in the Operations department.
- **Level of Responsibility:** This role has defined specialized and routine tasks, and works with minimal supervision during peak times with specific guidance on special projects that are assigned during non-peak times. The Room Booking Coordinator trains staff and on best practices related to scheduling and room bookings, represents Operations on various committees.
- **Decision-Making Authority:** The Room Booking Coordinator makes decisions about the scheduling and logistics of student/employer interviews, and consults with the Operations Manager on any special or unique requests. The incumbent makes decisions about how best to resolve room booking issues. The incumbent leads and contributes to special projects to continuously review and improve room booking processes.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This role has a lack of control over work pace due to control by machine or work process (e.g. working with a system with limited functionality, having to move to manual processes in case of a breakdown, time critical nature of interview scheduling), and constant interruptions. Service support during main interview periods may require work outside of core business hours.