

## Job Description

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<b>Job Title:</b>	Assistant Service Manager
<b>Department:</b>	CECA
<b>Reports To:</b>	Service Manager
<b>Jobs Reporting:</b>	IDS Representatives, Conflict Coordinator (coop student), Events Coordinator, Events Associate (coop student), Events Facilitators
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	May 25,2017

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### **Primary Purpose**

The Assistant Service Manager has a primary accountability to ensure the smooth operations of either:

- Employer Information Sessions (EIS); or
- Interview Day Services (IDS).

The Assistant Service Manger also has a primary accountability to either:

- Assist with analytics and project work within the Operations Service team; or
- Hire, train and schedule a large pool of permanent part time and casual staff resources for the Operations Service team.

The Assistant Service Manager ensures success with the logistical management of EIS or IDS. This support is carried out effectively, efficiently, and in a cost-effective, service-focused environment.

This role encompasses the management of permanent full-time, co-op, and ongoing and short-term casual staff. With the nature of this role and its staffing needs, there is continual management necessary for high volume staff turnover, requiring ongoing hiring and training.

This role has high impact on CECA employer and student relations and retention strategies. Escalation issues presented to the Assistant Service Manager must be dealt with promptly and in the most effective manner. These actions impact the success of the employer and student experience. In collaboration with the Operations team and other units in CECA, the Assistant Service Manager provides leadership and continuous improvement to CECA in defining a service focused environment and enhancing the overall quality of service to all stakeholders.

### **Key Accountabilities**

1. Employer Information Sessions: Lead team of Events Coordinator, Events Associate co-op, and Events Facilitator casual staff (4-8) to maximize success of the student and employer experience related to Employer Information Sessions.
  - Ensure a positive EIS experience for employers and students that complements both employers' hiring strategies and students' job search strategies, to increase job fit and job match success.
  - Execute defined and agreed upon service standards while ensuring the student and employer experience exceeds customer service excellence at all times, resulting in employer retention and satisfaction.
  - Build a strong rapport between Operations, CECA units, and campus partners who are key stakeholders in the operations of EIS.
  - Coordinate with the CECA Financial Assistant and campus partners with respect to EIS invoicing and financial reconciliation.
  - Leads Employer Information Session Working Group which combines a group of cross-functional CECA staff to discuss ideas related to the continual improvement of EIS (e.g. new venues, ROI reporting to employers, ways to increase value-add to employers, employer/student engagement strategies, etc.).

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- Continually improves EIS processes and structure to enhance employer and student satisfaction.
- Ensures up-to-date procedural documentation for EIS.
- Develop new competences required by the introduction of new systems, tools, processes, and documentation.
- Manages the communications and marketing aspect of EIS.

2. Interview Day Services: Lead the team of IDS Representatives to maximize success of the student and employer experience related to Interview Day Services.

- Plan and coordinate workloads among 4 permanent part time and 10-16 ongoing and short-term casual staff to enable cost-effective delivery of Interview Day Services.
- Ensure appropriate, cost-effective, staffing and back up support for Employer Reception, Paging Desk, multiple Telephone/Webcam Call Centres, Employer Debriefing, including cross training of Operations Service staff as appropriate. Continual, often daily, re-assessing and movement of staff is required to support volumes and peaks and valleys in employer/student interviews.
- Have defined quality and service standards, and ensure the employer experience exceeds customer service excellence at all times. Address and resolve escalation issues which may have a direct effect on employer retention and satisfaction.
- Manage up-to-date procedural documentation for all areas of IDS: Employer Reception, Paging Desk, multiple Telephone/Webcam Call Centres, and Employer Debriefing.
- Guide CECA on IDS procedures, and exercise good judgement in applying policies and procedures to difficult issues with students and employers.
- Continually improve the IDS processes and structure to enhance employer and student satisfaction.

3. Analytics and Project Work: Support the development of analytics and project work across the Operations Service team in order to improve effectiveness and efficiencies within the team (e.g. staff and space capacity analysis, workload balancing across roles, EIS event evaluation and ROI).

- Prepare and report on Operations Service team metrics on a term by term and annual basis.
- Identify areas within the Operations Service team for possible improvement, assemble appropriate data and project resources required to formulate conclusions.
- Lead project teams within the Operations Service team to provide recommendations to increase efficiency and effectiveness of Service team practices and processes, engage other members of CECA as appropriate and as required.
- Act as a change agent and assist with the implementation of recommendations.
- Contributes to the development and execution of the Operations team's goals and objectives

4. Permanent Part time and Casual Staff Scheduling and Management: In conjunction with the Service Manager, recruit and hire adequate and appropriate individuals who complement the teams' and CECA's goals, and objectives.

- With a high volume turnover within the casual staff pool, this is an ongoing exercise that potentially results in the hiring and training of several individuals every term.
- Develop scheduling strategy for best use of EIS and IDS casual staff resourcing across the Operations Service team to reduce turnover and better utilize casual staff pool.
- Cross-train staff across Service team functional areas, as appropriate.
- Provide EIS and IDS staff with the appropriate tools, resources, and procedures to ensure they are equipped for managing Health & Safety concerns and risks while on the job.
- Deals with, motivates, and influences direct reports and co-workers in daily interaction with students and employers.
- Manages costs within the pre-assigned budget for casual staff related to the operation of IDS and EIS

5. Troubleshoot and resolve challenging situations with students, employers, and campus partners that falls outside of the scope and accountability of direct reports.

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- Resolve escalated issues or forward issues to appropriate individuals for resolution. Any items not resolved by the Assistant Service Manager will be escalated to the Service Manager.
- Onsite and/or on call outside normal business hours, possibly between the hours of 7:00 a.m. – 10:00 p.m., depending on EIS and IDS scheduling throughout the term

6. Lead and manage direct reports and ensure the delivery of results in support of CECA mission, vision and guiding principles including:

- Providing information and context needed for the employee to be effective.
- Hiring, developing and retaining the best qualified staff available from inside or outside CECA for Operations Service team.
- Setting goals and expectations and helping employees create clear paths to success.
- Developing effective work team dynamics.
- Ensuring appropriate back up, support and cross training to manage capacity.
- Holding employees accountable for performance including consistent application of CECA business processes.
- Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.
- Identifying development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development

### Required Qualifications

**Education:** University undergraduate degree in Business Administration, Event Management, or related field, and/or equivalent experience.

**Experience:**

- At least 2-3 years of experience in service focused team or event management, including experience leading and managing teams.
- Experience with data analysis/project management or staff hiring and scheduling an asset.
- Knowledge of all CECA (or similar) systems, procedures, and facilities in order to effectively provide information to students, employers, CECA staff, and University support staff and faculty.
- Outstanding detail-orientation is imperative for success in this role.
- Proven skill in relationship management and achieving results using a collaborative approach.
- Demonstrated success in leading change efforts.
- Experience in managing and coaching staff and in strategic thinking with a focus on “business problem” are also an asset.
- Ability to adapt skills and experience to a new environment.

**Knowledge/Skills/Abilities:** A high tolerance for ambiguity is a critical requirement coupled with a strongly self-motivated attitude that can manage conflict and crises constructively. A flexible approach with a can-do attitude is essential. The incumbent must be approachable, people-oriented, and value building a strong team and a constructive work environment.

The Assistant Service Manager has a commitment to continuous improvement and focuses on producing tangible results through implementation and measurement and monitoring in the Operations Service unit. With excellent organizational and administrative capabilities and time management skills, the Assistant Service Manager has a high tolerance for multi-tasking, and last minute, often unexpected changes. The Assistant Service Manager brings a strong team work ethic and a collaborative approach to their work.

The Assistant Service Manager has exemplary customer service skills and champions these skills to their respective teams and CECA. Through their positive tone and interaction within the Operations team and CECA,

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this approach will directly result in customer service excellence. The Assistant Service Manager has excellent organizational skills, is adept at problem solving, probing, and process thinking. As a strong verbal communicator, the Assistant Service Manager is service focused, and skilled at dispute resolution in customer service and staffing situations. The Assistant Service Manager exercises good judgment when dealing with difficult situations with students, employers, and staff. The Assistant Service Manager coaches their team to success, and builds solid working relationships with direct reports, peers, and clients.

### **Nature and Scope**

**Contacts: Internal:** The Assistant Service Manager deals with, motivates and influences direct reports and co-workers in daily interaction with students and employers and discusses problems with other units in Operations, along with units across CECA to understand and assess the impact of process or system changes. The Assistant Service Manager guides CECA on the status and outcomes of EIS or IDS. They also exercise good judgment in applying policies and procedures to difficult issues with students and employers. **External:** The Assistant Service Manager discusses information with Employers pre, during, and post EIS (i.e., advising employers on hosting EIS). The Assistant Service Manager deals with and influences employers and students to resolve difficult situations and support unique customer service requests and issues for EIS experiences. The Assistant Service Manager discusses information with employers during and post interviews (e.g. advising employers on rankings). The Assistant Service Manager deals with and influences employers and students to resolve difficult situations and supports unique customer service requests and issues for IDS experiences

### **Level of Responsibility:**

The Assistant Service Manager manages a team and is responsible for the work in their team. They provide leadership to the Interview Day Services Representatives, Events Coordinator, Events Associate co-op, and Event Facilitator casual staff. They also provide leadership within CECA in defining a service focused organization. In addition, the Assistant Service Manager is fully conversant in daily and term activity in the overall Operations unit, and the impact the activity has on the EIS and IDS portfolios. Some of these processes are not always predictable, so the Assistant Service Manager needs to stay on task to execute under limited guidance.

The Assistant Service Manager informs CECA on the status and outcomes of EIS and IDS. Conversant in what is happening and when and is responsible for ensuring all processes operate each and every term. Some of these processes are unpredictable, so the Assistant Service Manager needs to stay on task to execute under limited guidance.

The Assistant Service Manager troubleshoots and solves problems relating to sensitive and difficult situations where employers and students are unhappy with their IDS or EIS experience. The Assistant Service Manager is knowledgeable to support unique and often first-time difficult situations.

The Assistant Service Manager works with minimal supervision and manages direct reports. This position is responsible and accountable for the quality and accuracy of service delivery which can have significant impact on the reputation of CECA and the University.

### **Problem solving:**

The Assistant Service Manager resolves unexpected and/or complex EIS or IDS situations under extreme time pressures, and resolves difficult situations with students and employers. The Assistant Service Manager prioritizes work, and supports staff in solving problems that will impact employers, students, and staff. The Assistant Service Manager also problem solves issues that are escalated and too complex for direct reports to solve, and will escalate unresolved issues to the Service Manager as needed.

These escalated issues vary in complexity and frequency and can stem from employer and student experiences with CECA, staff, and processes, or from interactions with several uWaterloo service groups/campus partners. Some of these groups include Parking, Food Services, Central Stores, venue coordinators (internal and external), audio-visual department, student issues, inadequate facilities or rooms used. The escalation issues often occur when the IDS or

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EIS does not meet employer and student expectations. The Assistant Service Manager assesses these issues and applies excellent judgment and varied strategies immediately to ensure complete employer satisfaction and retention. To make appropriate decisions, the Assistant Service Manager must have thorough knowledge of CECA's policies and procedures in the core employment process. They also must have adequate knowledge of CECA's and mission, vision, and guiding principles.

### **Financial Accountability:**

The Assistant Service Manager manages costs for casual staff within an assigned budget, monitors and approves permanent and casual staff hours on an ongoing basis which are submitted to CECA's Planning and Financial Management unit. The Assistant Service Manager coordinates EIS related financial reconciliation from various campus partners. They also oversee EIS related expenditures.

- **Decision-Making Authority:** The Assistant Service Manager oversees decisions when issues arise with EIS and IDS and acts upon escalated issues as needed. The Assistant Service Manager also manages and ensures positive relationships with employers, students, and campus partners, including venue coordinators, audio-visual professionals, caterers, and others when/if issues arise. The Assistant Service Manager makes day of interview decisions that impact the student and employer experience. They also make decisions about balancing their team's workload and priorities, hiring decisions, and decisions about resource allocation on a daily basis
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury. It may involve constant interruptions from e-mail, face-to-face interaction and phone.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable, or unpredictable (i.e., students and or employers who are upset), lack of control over work pace due to control by machine or work process (i.e., unpredictable breakdowns that may cause moving immediately to a manual process), and constant interruptions (i.e., phone desk, end-of-day debriefing, dealing with operation issues with students, paging system breakdowns, event crisis management, event delays and overtime, and staffing coverage, etc.). Service support during main interview periods and the EIS season will require work outside of core business hours from 7:00 a.m. to 10:00 p.m. Irregular and/or high volumes and multiple and/or tight deadlines beyond one's control.