#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Service Centre & Operations Coordinator

**Job Number:** A-467 | VIP: 1907

**Band:** OPSEU- 7

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Facilities & Operations

**Last Reviewed:**  May 17, 2023

#### **Job Purpose:**

Under the general supervision of the Assistant Director, Facilities & Operations, the incumbent is responsible for the development and delivery of the student housing ‘Customer Experience’ that includes the operation of five (5) service centres along with the Blackburn Student Housing office. The incumbent will oversee and administer the residence access and key management system for over 2,100 students in Peterborough and Durham.

This position leads the development of continuous improvement efforts anticipate customer needs and enhance service delivery. As the first point of contact for escalated matters, the incumbent will work in collaboration with colleagues and campus partners to resolve a broad range of complex matters.

#### **Key Activities:**

##### Service Centre Operations, Staff Supervision & Support

* Responsible for providing leadership to the provision of front desk services across five (5) satellite service centres along with the Blackburn Student housing office. Ensures the efficient set up and operation of the service desks including the seamless transfer to conference season maintaining outstanding service delivery.
* Work closely with caretaking, facility services, campus security and occupancy management to ensure an exceptional arrival and departure experience and follow established work instructions for check-in and check-out.
* Work with the Student Housing Operations & Services team to ensure residence accessibility and accommodation needs are met.
* As it relates to the customer experience, coordinate the support of recruitment, promotions, marketing, communications and business development activities and events amongst the staff teams.
* Collaborate with colleagues and campus partners to develop related work instructions, procedures, protocols, staff training and information dissemination to support the delivery of the services and safeguarding assets.
* Lead the damage accountability processes working campus partners and Leased Property Managers.
* Acts as the primary contact for escalated concerns to ensure issues are resolved in a timely fashion, and that customer feedback is considered in the planning and continuous improvement processes.
* Coordinate supplies, equipment, resources, and materials including security and safety.
* Coordinate the purchase of Student Housing Office & Service Centre supplies, equipment, resources, and materials to ensure inventory is maintained.
* Tracks the budget and manages expenses.

##### Staff Supervision & Support

* Recruit, hire, train, and supervise four (4) senior student leaders and supervise approximately 50 student staff.
* Develop team performance through regular supervision, coaching, feedback, recognition, and progressive discipline where appropriate.
* Conduct regular performance evaluations of staff that ensures opportunities for student input and feedback for staff development.
* Lead the development and implementation of training and in-service training for student staff, through the employment term.Lead the development of procedures, practices, staff training and information dissemination to support the delivery of the services and safeguarding assets.
* Schedule appropriate student staff during established hours of operations.
* Ensure staff work hours are recorded properly for payroll completion and budget tracking. Support issue resolution where appropriate.
* Regularly meet with staff teams to disseminate information and foster a supportive team environment.
* Meet with senior staff to coordinate the execution of tasks and delegation of administrative responsibilities.

##### Customer Experience & Engagement

* Establish service level standards, customer service metrics, and communication resources to support first-contact resolution.
* Manage the Customer Relationship Management database, leveraging system functionality and reporting.
* Responsible for incoming customer channels and the provision of timely, accurate information and provides referrals to build strong customer relationships.
* Responsible for sending direct residence communications on behalf of colleagues working with the Recruitment & Business Development Coordinator to align messaging with Communications standards.
* Liaise with residents, student leaders and staff to recommend and implement process improvements to enhance the student and customer experience.
* Lead the development, design, delivery, evaluation, and continuous improvement of all services to support students/occupants living in residence, including but not limited to, the following:
	+ - Information requests and frequently asked questions
		- Wayfinding
		- Advice and student support referrals
		- Access (keys, lockouts, move-in, move-out)
		- Internet service & utilities
		- Residence work orders (cleaning & maintenance)
		- Ingoing/outgoing mail, deliveries, and parcels
		- Fridge and microwave rentals
		- Laundry service
		- Graduate housing experience
		- Other campus services
		- Sustainability
* Oversee service agreements/contract with external vendors and Property Managers to ensure consistent service delivery, identify and resolve issues, and make recommendations to the Assistant Director regarding service renewal.
* Act as a major user of the Student Housing Management System (StarRez) and the lead for the front-end student experience, housing portal, service requests, related administration, and records management.

##### Access Control & Key Management Systems

* Lead the housing key management system, procedures, records to ensure the safety of staff and students. Work involves documentation, work instruction, distribution, quality assurance, auditing and security of all keys including master, sub-master, and staff keys.
* Responsible to ensure access and security of the residence buildings, apartments, bedrooms, and mailbox keys. Acts as a consultant to housing staff and campus partners to carry out their responsibilities related to access and security.
* Develop staff procedures and practices for the use of keys, creation of training materials, and problem-solving support. Resolves escalated issues working with Property Managers, Locksmith, and external key system vendors.
* Serve as the departmental administrator for of the Axiom Swipe Key system for Housing Services including but not limited to input and creation of new swipe keys, programming of swipe keys for new students, and programming of lost swipe keys.
* Serve as the administrator on the key tracer electronic key boxes, including but not limited to set up and maintenance of hardware/software, to provide access to staff in Housing, Facilities Management, Food Services, and other departments as required.
* Develop and leads all student/occupant services related to access including, but not limited to key distribution, key collection, lost keys, and key replacement.
* Liaise with the Locksmith for lost keys, re-keying hardware and ensuring key and hardware inventory.
* Work with the Financial Officer to ensure appropriate student billing for lost keys and lock replacement.

Other

* Serve as a contributing member of the Student Housing & Residence Life department on collaborative work, meetings, project teams and initiatives.
* Uphold the Residence agreement and related University policies to ensure the safety and enjoyment of the residence community.
* Work proactively to gather, share, and disseminate information to students/occupants, staff, campus partners and stakeholders.
* Assist research best practices, participate in professional associations/organization, and engage with institutional partners.
* Work with the Financial Officer to monitor expenses and make budget submission recommendations.
* Maintain and regularly update the procedures library and make recommendations to the Assistant Director with regards to suggested revisions or changes.
* Engage in program and service evaluation analyzing data to make evidence-based decisions to improve services.
* Lead special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership Team.
* Be knowledgeable of emergency response procedures and implement as required.
* Some evening and weekend work required.
* Other duties as assigned.

#### Education Required:

* General University Degree (3 year) in Business, Social Sciences, Health Care, Education.
* Preference given to an Honours Bachelor’s Degree (4 year).
* Hospitality Management Certification is an asset.

#### Experience/Qualifications Required:

* Minimum of three (3) to four (4) years of related experience directly related to supervision and administration of customer service desks and large staff teams in a similar environment.
* Minimum of two years experience managing access and key systems. Knowledge of electronic and physical key work instructions, auditing and quality assurance processes is required.
* High attention to detail, adept at systems design, technical skill to troubleshoot systems and hardware with an ability to train others.
* Experience providing direct service to students in a post-secondary environment.
* Experience working in a post-secondary residential living setting.
* Knowledge of the provision of student housing services and support in a post-secondary residential living environment.
* Knowledge of the provision of operations and services in a post-secondary residential living environment.
* Knowledge of theory and techniques to work with young adults and young adult populations including student development theory and case management methods.
* Working knowledge of the Freedom of Information and Protection of Privacy Act and implementation.
* Working knowledge of Human Rights, AODA, and residential accommodation requirements.
* Working knowledge of Health & Safety legislation and requirements.
* Knowledge of the Residential Tenancies Act (RTA).
* Excellent customer service skills able to communicate effectively, problem solve and meet the needs of students, parents/supporters, and stakeholders.
* Excellent assessment skilled to identify, negotiate, respond, and resolve complex situations involving young adults in crises.
* Well-defined sense of judgement and crisis management with the ability to make ethical decisions based on incomplete information.
* High degree of accuracy, efficiency skills; patience with auditing and repeated review of details.
* Exceptional interpersonal skills demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices to resolve concerns.
* Excellent written and oral communication skills, tact, and patience.
* Excellent listening, empathy, and negotiation skills.
* Logical and efficient.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation.
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment.
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work.
* Valid class “G” driver’s license.
* Criminal Records Check (dated within the last 6 months), including vulnerable sector check, will be required as a condition of employment.
* Must be able to work evenings and weekends where required.

#### Supervision:

The incumbent will:

* Supervise and direct the activities of student employees.
* Provide training, guidance, and direction, assigned and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.

**Job Evaluation Factors:**

##### Analytical Reasoning

Analysis is required in examining and evaluating the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student, staff and business operating requirements, evaluating established procedures and practices internal and external to the department.

The incumbent will lead the response to operational, service and project related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Housing Services team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.

For example, failure to understand, assess, and evaluate resident service needs would impact the ability of the department to fulfill the delivery of the resident contract. Inadequate laundry, access, mail/parcel delivery etc. would result in complaints and financial compensation.

##### Decision Making

Position will operate with a high level of autonomy and independence to execute responsibilities and lead related projects demonstrating diversity in types and complexity of decisions. The incumbent will establish the systems, framework and practices to execute the work operating within broader policies.

The incumbent will assist with the response to service, operational and student support issues and concerns that arise with the independence and expectation to resolve problems.

The incumbent will be responsible for the design, execution and control measures related to the residence access and key system for 2,200 students, 130 student staff and professional staff. The incumbent will be required to work will minimal supervision and will be responsible to oversee the work of colleagues, direct and indirect reports in the execution of the related tasks. This work will include making decisions collaborating with departmental colleagues, campus partners (Campus Security), and leased property managers while ensuring the safety of the community is maintained.

For example, the incumbent may receive a request to create a new access permission group from a campus partner or property manager. The incumbent will need to review the request, determine the requirements, assess the potential risks, and develop mitigation plans, construct or amend the work instruction and documentation, communicate and execute the intended change. The recommendation will be presented to the Assistant Director for final approval prior to implementation. The incumbent will be responsible to execute the change and resolve any issues.

##### Impact

Impact on the organization is likely to extend to other departments and have some effect on and extend to multiple clients and service partners: errors are not easy to identify and correct and would cause interruption and loss of time to colleagues and work groups, not only within the same section, but in other departments. Errors that go undetected may affect recommendations, decisions, or actions, leading to a moderate negative impact to the whole organization.

For example, failure to complete work required to develop appropriate safeguards, processes and protocols regarding access, master keys and the keys system would significantly impact safety in residence. Loss or mishandling of master and sub-master keys would results in significant financial loss and damage the university’s reputation.

##### Responsibility for the Work of Others

Direct Responsibility

* 50 Service Centre staff teams across five (5) locations and Blackburn Hall – Provide direct supervision and direction related to Residence Operations & Services

Indirect Responsibility

* Operations & Facilities Associates, provide indirect supervision and direction related to Service Centre operations, access and keys.

##### Communication

Internal

Communicating for the purpose of exchanging information

* Residence students and families/supporters.
* Students living off-campus.
* Student Housing professional and student staff.
* IT, Conferences, Campus Security, TrentU Card, Food Services, Colleges and Risk Management
* Student Accessibility Services & Health Services.
* Facilities Management staff.
* Other university staff or faculty in the general course of daily interactions.

External

Communicating for the purposes of exchanging information

* Prospective students and parents/supporters
* Guests and visitors
* University partners
* Leased Property managers
* Service Contractors including but not limited to
	+ Coinamatic
	+ Cogeco
	+ Nexicom
	+ Coldex
	+ McWilliams Moving & Storage
	+ Other facility service vendors as selected

##### Effort

Mental:

Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of facility audits, completing work orders and tasks. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical

Occasional effort requires the disconnection of computer hardware (CPUs, monitors, other devices) and carrying then from Residence offices (Blackburn Hall, Service Centres, Facilities Office) to IT for servicing. Once service is complete the items are then returned and re-connected.

Must be able to lift and carry up to 40lbs (carrying and moving physical assets). Standing/walking for long periods of time (rounds of the building, completing room inspections) with strict deadlines during peak periods of work.

##### Working Conditions

Physical

* Keyboarding can result in carpal tunnel syndrome.
* Long periods of sitting result in joint stiffness and back strain
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Psychological

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule.
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle.
* Frequent interruptions.
* Conflicting work priorities. Client priorities often change.
* Multiple competing demands from clients.