

Job Title: Supervisor, Information and Student Services
Department: Centre for Extended Learning
Grade: USG 6
Reports To: Continuing Education Program Coordinator, Centre for Extended Learning
Effective Date: 1 February 2010
Position Number(s): for HR use only

General Accountability

The Supervisor, Information and Student Services (ISS) is accountable to the Continuing Education (CE) Program Coordinator, Centre for Extended Learning (CEL) for ensuring the ISS team provides excellent service to CEL clients, including customers, students, instructors, and UWaterloo staff. The ISS team must be well versed with the programs available through CEL, the technologies being used to deliver those programs, and with a variety of policies and procedures at UWaterloo.

Nature and Scope

The University's Centre for Extended Learning supports design, development, and delivery of online credit courses as well as a growing Continuing Education program. CEL also has an important advocacy role on campus for the part time adult learner who may be seeking professional development, certificates, or degree studies.

Online credit courses are offered during all three academic terms, and CEL supports both instructors and students. Degree, diploma, and certificate programs are available entirely online, with growth occurring in graduate degrees. The Continuing Education program offers face to face as well as online courses in a variety of professional development topics. Certificates are available in both delivery formats. Customized offerings are created and delivered to area businesses and professional associations.

The ISS team is the first point of contact for individuals looking for information about both credit (online) and non-credit (online and classroom) program offerings. It provides information and direction to individuals involved in or considering the various programs administered by CEL. This covers all aspects of the programs, including admission requirements, registration procedures, costs, and other UWaterloo policies and procedures. The area provides the first level of technical support for online students, and is responsible creating and distributing some promotional and instructional materials related to the programs.

The Supervisor, ISS guides and coaches two team members and occasionally other contract support. The Supervisor will ensure the ISS team has appropriate resources and development opportunities to provide top quality information and support to CEL clients. The Supervisor will work with the Marketing and Communications Manager to help deliver the CEL branding

message to promote programs and courses. The Supervisor will also work with the CE Program Coordinator to ensure efficient and effective operation of various CE programs.

Statistical Data

CEL Staff: 30 regular FTEs, 6 to 8 contract positions, plus co-op and/or work placement students

Course offerings: approximately 120 credit and 190 non-credit in each of the Fall & Winter; 70 credit and 170 non-credit in the Spring (Total number of online credit courses available 260; almost half are fully online and this number is growing. Total number of non-credit courses available is 200.

Students: Over 9,000 students take at least one online credit course each year; well more than half of these students are enrolled full-time on campus. Approximately 1,500 clients enrol in at least one non-credit course each year.

Enrolments: 17,000 online credit course registrations annually (65% in Faculty of Arts courses); 2,000 non-credit course registrations annually (75% in online courses).

Corporate Training Contracts: 20, with 5-8 organizations active each year.

Monthly Deposits: approximately \$40,000 per month in cash, debit, cheques, VISA and MasterCard.

Specific Accountabilities

- Ensure the ISS team:
 - Responds effectively to queries related to all aspects of online learning and continuing education as well as studying part time at Waterloo. This may include inquiries about continuing education opportunities available through other UWaterloo departments. Inquiries may be received and answered in person, by telephone, via email, fax or mail.
 - Provides effective first level support for technical questions related to online courses
 - Assists the CE Program Coordinator with various tasks related to continuing education courses and programs, e.g., registrations, confirmations, class lists, catering, etc.
 - Manages registration through the CE Registration System, including registrations for pre-University courses and various study support materials
 - Assists with the mailing of the Continuing Education Calendar
 - Creates deposits for online course materials, fees for non-credit courses, etc.
- Supervise the ISS team
 - Provide feedback and coaching related to performance and performance appraisals
 - Participate in hiring and address vacation and leave requests as appropriate
 - Assist team with duties of the area as necessary
- Assist CE Program Coordinator with various administrative tasks including:

- Reconciliation of Purchasing Card transactions
- Preparation of invoices and cheque requests
- Ed2Go administration
- Liaison with Society of Certified Management Accountants
- Liaison with classroom instructors regarding logistics and materials
- Oversight of Kitchener Public Library lecture series
- Greet clients during classroom courses to ensure their needs are met and to promote services available where appropriate.
- Assist with various administrative tasks related to facilities management.
- Undertake other tasks as assigned.

Working Conditions

Occasional evening and weekend hours.

Qualifications Required

- Self-motivated, positive, flexible communicator
- Experience supervising and coaching an effective, highly inter-dependent team to success
- Experience providing top quality customer service that demonstrates an ability to problem solve and find unique solutions to varied challenges
- Experience with web site maintenance as well as use of word processing, spreadsheet, and database software
- An understanding of the field of adult education would be an asset
- Post secondary education an asset