Instructor - Customer Service and Community Relations

The University of Guelph (U of G) is looking to hire an instructor for Customer Service and Community Relations, a course offered within the Certificate in Pupil Transportation Management program (non-degree, continuing education). The successful candidate will instruct adult learners engaged in completing certificates related to information and communication technology management, pupil transportation management, facilities management, and supply chain management.

Instructor training is provided for synchronous (Zoom) and asynchronous (D2L/Brightspace - U of G's learning management system) methods of course delivery. While sample content is available, the instructor is responsible for developing the course content, activities (non-graded), and assessments (graded) to align with the course description and learning outcomes. The content of the course will remain the instructor's intellectual property, and thus may be used for other purposes at the sole discretion of the instructor.

Customer Service and Community Relations

The course explores the current issues impacting customer service and community relations, specifically as it relates to the pupil transportation sector and field. It also provides students with an opportunity to enhance their skills and knowledge in order to improve their personal and organizational customer service policies and approaches, as well as their strategies for building and maintaining effective community relations.

Customer Service and Community Relations will be delivered remotely in Winter 2022 and is typically offered every two years. The course is comprised of 30 hours— including a student orientation facilitated by University of Guelph staff, 26 hours of instruction, and a final exam proctored by the instructor. The course is scheduled over approximately four (4) days of instruction, one day per week, and for approximately 6.5 hours per class (e.g., 9:00 a.m. to 3:30 p.m. ET). There is some flexibility as to when the course can be scheduled (e.g., Tuesdays, Wednesdays, or Thursdays; February, March, and/or April 2022).

Requirements and Experience

The successful candidate must possess:

- A minimum of an undergraduate degree (or equivalent post-secondary education)
- Experience working in the pupil transportation sector at a minimum of a middle management level
- Demonstrated knowledge and understanding of customer service and community relations, generally and specially to the pupil transportation sector
- Training and/or facilitation experience
- An understanding of adult learning principles and methods, including interactive learning
- Experience developing curriculum and/or training materials
- A willingness and ability to work collaboratively and independently
- Strong verbal and written communication skills, time management skills, and attention to detail
- A student-centred philosophy and approach to teaching and learning
- Familiarity with Zoom, or a willingness to learn how to use Zoom Pro, and D2L/Brightspace LMS for education purposes

To Apply

If you are interested in this position, please send a brief cover letter and your resume via email to Beverley Fretz, Manager, Program Development by Monday, October 4, 2021. Any questions about the positions can also be directed to this email.

Continuing Education at OpenEd

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