

# Position Description – Service Design Specialist (Employment Services)

## Position Description

<b>Position title</b>	<b>Service Design Specialist</b>
<b>Location</b>	Remote (Canada)
<b>Reports to</b>	Service Design Manager
<b>Direct reports</b>	N/A
<b>Travel requirements</b>	As needed for meetings/events

## Position purpose

The Service Design Specialist analyses data and feedback, systemizes initiatives, provides support, guides, processes, and tools and develops solutions to ensure that contractual KPIs are met and to support quality and improvement.

## Success measures

<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"> <li>• Increase staff retention and knowledge of all business processes and procedures, reducing time to proficiency.</li> <li>• Create a behaviour of good documentation and best practices.</li> <li>• Identify standards of excellence and integrate them within daily practices.</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Operationalize business policy to minimize misunderstanding, breaking down complex ideas into easy-to-understand business processes.</li> <li>• Ensure that process drives performance outcomes and achievement of contractual KPIs.</li> </ul>
<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>• Increase staff proficiency to drive performance and define future performance goals.</li> <li>• Align business needs with process development</li> </ul>

## Core Responsibilities:

<b>Process Development</b>	<ul style="list-style-type: none"> <li>• Ensure systems and processes are developed to maximize the efficiency of program resources.</li> <li>• Develop the Service Management Framework and Service Delivery Model that will guide Service Providers including service delivery policies, customer service standards and key performance indicators.</li> <li>• Design and document internal business processes, including engaging Subject Matter Experts (SMEs), approval, and deployment.</li> <li>• Design and maintain all program supporting documentation, including jobseeker and employer forms, systems user guides, etc.</li> </ul>
<b>Customer / Stakeholder Satisfaction</b>	<ul style="list-style-type: none"> <li>• Own the Customer Satisfaction Framework including feedback mechanism, analysis, and reporting requirements to feed continuous improvement plans</li> </ul>
<b>Compliance / Risk Management</b>	<ul style="list-style-type: none"> <li>• Monitor policy and regulatory updates to ensure changes are reported and incorporated in the service delivery or contract management framework</li> </ul>

Position: <b>Service Design Specialist</b>	Owner: <b>People and Culture</b>	Publish Date: <b>June 5<sup>th</sup>, 2025</b>	<b>Page 1 of 2</b>
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*Other duties as required, including going beyond the job description whenever necessary*

## Capabilities and experience

- 3+ years Employment/Vocational Services business management experience
- Advanced understanding of, and experience working in and managing, government funded contracts ideally related to workforce development services
- Broad knowledge of community service operations, quality assurance, outcome management, and planning in human services
- Demonstrated experience developing operating processes and establishing performance standards
- Exceptional communication skills with the ability to translate complex contractual documents into simplified guidelines and procedures.
- Excellent organization, administrative and time management skills; ability to prioritize duties
- Highly motivated; works well in a team environment with excellent interpersonal skills
- Advanced MS Office and Adobe skills
- Flexibility and the ability to work in different locations and travel as required
- Criminal record check required

## Preferred Criteria

- Information Mapping Professional (IMP) certification or equivalent
- Project Management Professional (PMP) certification or equivalent
- Certified change Management Professional (CCMP) certification or equivalent
- Bilingual (French & English)
- A post-secondary diploma or degree in business, social services, or related discipline



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WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.