

P O R T F O L I O

STAFFING

Leadership

TRENT RHODES



STAFFING

SITUATION

As the web development team's manager, I was responsible for calendaring and staffing at team of up to 8 members. This involved ensuring each coach had one or several cohort assignments depending on availability, time zone and existing cohort numbers.

My team's support included sub-programs: product management, cloud computing, web development and DevOps.

These were broken down into core full-time & part-time, university full-time and part-time cohorts.

CHALLENGE

Inherent challenge is the configuration between coach availability and operating cohorts. I wanted to ensure coaches were not overloaded by clients per cohort since they also supported graduates on the job search.

Coaches who were accumulating a large student caseload had to have them distributed amongst their peers. It was common for coaches to share or pair on cohorts to provide backup. I was also backup to a number of cohorts as an additional coach.

It was a dynamic experience, continuous changes because of unknowns: student enrollment, cohort count, coaches' total caseloads, time zones, program releases.

ACTION / REFLECTION

To help the coaches have a better sense of where they were concentrating their energies, I created a different design for the staffing Google sheet.

It was not ideal for my direct supervisor, but it worked for the coaches because they were able to see exactly which cohorts they were working with, start dates and class size for each.

It also invited the coaches to tag me in the sheet if they had questions or comments. I could also tag them with notes on cohort updates.

