#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Co-op Coordinator – Team Lead

**Job Number:** A-438 | VIP: 1745

**Band:** OPSEU- 10

**Department:** Co-op, Careers & Experiential Learning

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  January 18, 2023

#### **Job Purpose:**

Under the supervision of the Director, Careerspace, the Co-op Coordinator contributes to the success of the co-op program by providing superior service to students and employers and plays a key role in generating opportunities for co-op students through the development of new relationships with community partners and fostering of existing relationships. This position is responsible for coordinating the day-to-day administration of the co-op program and maximizing the opportunities for co-op students.

#### Key Activities:

1. In collaboration with students, staff, faculty, and externals partners, develops work placements opportunities for co-op students:
   1. Prepares marketing strategy to increase the number of work placement opportunities.
   2. Conduct in-person marketing visits, telemarketing, and email or direct-mail campaigns with potential employers across all levels of the organization, including senior executives, line managers and human resources representatives.
   3. Determine and prepare appropriate presentations for employers, including both formal boardroom and individual one-on-one meetings.
   4. Build effective relationships with new and current employer clients through personal, proactive, and responsive service.
   5. Develops and maintains database of placement agency information and student files, including but not limited to address, email, phone number, and host contact.
   6. Assist in the development of policies and procedures to outline partnership requirements and student/employer responsibilities.
   7. Develops and maintains affiliation agreements with placement sites.
   8. Develop workshops, promotional material, and forms; organize multimedia presentations and displays.
   9. Establish and maintain linkages with assigned professional associations for networking and professional development.
   10. Consider all Trent programs and departments when meeting with community partners and communicate opportunities to relevant placement coordinator where necessary.
2. Coordinate the hiring/placement process:
   1. Setup and leverage the co-op software to ensure efficient processing of co-op students. Continually investigate and implement best practices for effective and efficient administration of co-op programing.
   2. Host events, group meetings and one on one appointment with students and potential placement employers to facilitate the placement-of-students process.
   3. Guide and support students on job search strategies and career information through individual appointments.
   4. Advise employers on recruiting strategies and guidelines. Ensure ethical recruiting practices and co-ordinate employment/placement offers.
   5. Facilitate the placement matching process.
   6. Ensure student preparation for the work experience by participating in the design and implementation of preparatory activities, which cover topics such as resume and cover letter writing, job search methods, interview preparation, career opportunities, report writing, social adjustment and appropriate work habits.
   7. Coordinate the review and evaluation of student assignments.
3. Ensure quality of placement opportunities:
   1. Conduct meetings with individual students and their managers to monitor quality of positions and satisfaction of both parties.
   2. Assist in the development of policies and procedures to outline partnership requirements and student/employer responsibilities.
   3. Assist employers in developing job descriptions and approve them according to course requirements prior to posting.
   4. Provide mediation and guidance to students and employers to resolve issues such as performance problems, inappropriate job responsibilities and interpersonal conflicts. Investigate terminations and provide students with guidance about the appeal process when their performance has been deemed unsatisfactory.
4. Co-op Courses:
   1. Assist with the development, review, and coordination of the Co-op courses. The course will instruct co-op students on the overall co-op process, including assisting with resumes, interviewing and matching, and prepare them for the self-reflection process during the work term.
   2. Continually review and research best practices in providing co-op students with the knowledge and understanding of the program to ensure they are prepared for the co-op process and the self-reflection required to be successful.
   3. Advise students that are unsuccessful in the co-op course on the appropriate next steps to remain in the co-op program or transfer into a different stream.
5. Team Lead:
   1. Lead hand to the Co-op and Micro-credential Assistant.
   2. Provides guidance and oversight to the assistant on all matter related to the successful operation of the co-op programs.
6. Additional Responsibilities:
   1. Represent Careerspace at various institutional events including, but not limited to, Open House, Ontario University Fair, Orientation, general awareness events, etc.
   2. Participate in Careerspace led events including, but not limited to, Grad Expo, Volunteer Expo, Career Expo, etc.
   3. Assist with the development of Careerspace materials
   4. Participate in the planning, development, and execution of the Careerspace strategic plan.
   5. Assist with other Careerspace initiatives including Life After Trent, TCRC, TWSP, etc.

#### Education Required:

* Honours University Degree (4 year).

#### Experience/Qualifications Required:

* A minimum of three years’ full-time experience working with students and community partners in a fast-paced co-operative education environment.
* Knowledge and applied experience with co-operative and experiential learning theory and practices and university risk management policies.
* Awareness of current employment market trends.
* Knowledge of Trent University’s academic programs and principles of experiential learning.
* Superior verbal and written communication skills, and the ability to interact effectively and constructively with a wide range of stakeholders, including community partners, faculty, staff, and students.
* Knowledge and understanding of indigenous communities are an asset.
* Demonstrated teaching/training experience and knowledge of learner-centered pedagogy.
* Demonstrated experience with curriculum and course development and delivery.
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Demonstrated strength in project and event management, organization, evaluation, and reporting.
* Proven track record of productive community agency relationship development resulting in quantifiable outcomes.
* Ability to work independently.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum.
* Able to be flexible with working hours and travel outside of Peterborough on a regular basis.

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

Direct Responsibility

* Co-op and Micro-credential Assistant.
* Student employees (TWSP and co-op students).

**Motor/Sensory Skills**

*Motor Skills:*

* Fine Motor Skills - Data entry via keyboard, mouse, scanner, digitizer.
* Dexterity – Word processing, calculator.

*Sensory Skills:*

* Hearing - Responding to student, faculty, and community queries.
* Sight - Reading various reporting data.

**Effort**

*Physical:*

* Long period of sitting at a desk answering emails, entering data and meeting with students, staff, faculty, and community members.
* Regularly must stand at events while talking to various parties.
* Light to moderate lifting of equipment, boxes, and display signs for event setup.
* Visual attention and mental concentration.
* Ability to respond to deadlines and work under pressure.

*Mental:*

* Multiple competing demands and deadlines related to event planning as well as placing students in time for term start.
* Sustained concentration - Compiling data, determining student placements, frequent interruptions.
* Long periods of visual attention and sustained concentration - Input and verify accuracy and completeness of various types of data, compiling information from various media into database with frequent interrupts.
* Ability to self-regulate under stressful and demanding circumstances.

**Working Conditions**

*Physical:*

* Fatigue – frequent interruptions, continuous re-prioritization of work.

*Psychological:*

* Constant interruptions - Walk in (students, faculty, public), telephone calls and emails.
* Agitated students - Student not yet assigned to placements and in panic because of deadlines.
* Stress Resolution - Picking up on emotional stress of students and co-workers to alleviate a potential situation.
* Multiple competing demands - Nature of the work results in unavoidable busy periods.
* Confidentiality - Working with sensitive academic/student/partnership situations.
* Failure to arrange appropriate, timely student placement - Problems and delays in securing a placement could affect the student's ability to complete their program in an effective and timely way.
* Failure to initiate contract between institutions and agencies - Agencies, other institutions and the university will incur an increased risk of liability.
* Failure to maintain positive working relationships with placement agencies - Damage to the reputation of Trent University, increased difficulty in securing placements for students.