#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Operations Coordinator

**Job Number:** A-463 | VIP: 1899

**Band:** OPSEU- 8

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

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  April 17, 2023

#### **Job Purpose:**

Under the direction of the Director, Careerspace, the Operations Coordinator is responsible for providing administrative, information technology, communications, TSWEP & TWSP and student coordination to the Co-op, Careers & Experiential Learning (CCEL) team. This position will provide operational leadership to the Careerspace portfolio which includes Co-op, Careers, Experiential Learning, Trent Community Research Centre, Micro-credentials, and the Medical Professional Stream program.

The Operations Coordinator has contact with faculty, staff, students, external service providers, and external partners. They work with confidential information such as high-level budget information, human resources information, and function with a considerable degree of independence.

#### Key Activities:

##### Budget Management

* Maintains and provides financial analytics and budget models for projects to the Director, adhering to strict confidentiality and employing a high degree of discretion, tact, and judgement.
* Monitors departmental budgets by reviewing and reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
* Provides analysis of budget status of projects within CCEL.
* Prepares documents for annual departmental budget presentation, budget adjustment, year-end budget report, and carry-forward requests.
* Make recommendations to the Director, CCEL based on financial models and operations.

##### Work-Study Coordination

* Responsible for the coordination and successful running of the TWSP and TSWEP work-study programs.
* Projects work-study expenditures and tracks usage ensuring the annual works-study allocations are maximized.
* Reviews work-study funding applications and coordinates approvals to various Trent departments.
* Keeps informed of all relevant rules, regulations, and policies for Trent’s work-study program, acting as a resource to staff, students, and other stakeholders.
* Foster working relationships with all campus departments to research employment trends, student staff hiring practices and opportunities, re-strategize funding programs accordingly.
* Ensures departments are appropriately using their work-study funding in alignment with the work-study policies.
* Works with the Experiential Learning team to develop and maintain a rubric emphasizing Experiential Learning outcomes, as well as Diversity, Equity, and Inclusion practices to determine successful applications funding through TWSP and TSWEP.
* Investigates and applies for additional funding from internal and external sources to grow the Trent work-study program.

##### Technology Administration

* Coordinate operation of the Student Experience Portal platform ORBIS, including the Student Job Board, Experiential Learning Workflows, Appointment Booking Modules, Co-op Job Board, Experiential Catalogue, and the coordination of platform use with additional departments within the institution.
* Responsible for all technical concerns relating to the Student Experience Portal (e.g. hardware and software upgrades, research and recommendations on technical purchases, identification of new technologies and software that may be useful to the department, technical project management and support).
* Coordinates the annual review of the experiential learning information in ORBIS ensuring accurate ministry reporting for the SMA’s.
* Responsible for collaboration with software developers (external and internal) on the development of required departmental technology. Responsibilities also include testing of applications in development phases, use of reporting tools and resolving major technology issues related to software.
* Administration of Micro-credentials including creation, maintenance, and monitoring of Micro-credential store items, coordinating registration and enrollment of Micro-credential participants, and additional support where needed.
* Support administration of the Internationally Education Nurses program by coordinating enrollment, registration, and course instruction.
* Ongoing maintenance and updating of the Careerspace and related webpages.

##### External Funding

* Investigates, reviews, and applies for funding from a variety of internal and external funding sources to allow Careerspace to offer additional projects and initiatives to the Trent community.
* Coordinates, reviews, and tracks budgets related to projects associated with external funding sources.
* Ensures timelines and metrics are met and coordinates the reporting to the appropriate funding sources.

##### Experiential Learning Support

* Provide guidance to faculty members and placement coordinators on legislative requirements and due diligence.
* Research legislation, risk management best practices, incident/accident statistics, WSIB court and insurance claim decisions and university statistics.
* Track and provide Work Placement reports on a quarterly basis to the Director, CCEL.
* Coordinate review of affiliation agreements for members of the EL Working Group.
* Under the guidance of the team lead, coordinate the creation of agenda and schedule for the Experiential Learning (EL) Working Group to continue to centralize and standardize EL on campus.
* Where needed, support community-based research project administration, which could include coordinating paperwork, organizing meetings and following up with stakeholders on outstanding deliverables.

##### Office Coordination

* Research best practices in CCEL services to assist with policy and procedure development.
* Support CCEL staff in development and delivery of training resources.
* Primary contact for CCEL staff for updating student job descriptions, hiring and supervision of student staff including training, job postings, employment contract submissions, staff account requests, onboarding of new employees, and supervision of student staff on project-based initiatives.
* Coordinate annual student engagement survey, research results and recommend strategies to the Director, CCEL.
* Prepare annual CCEL ‘year-in review’ report for internal and external stakeholders.
* Contributes to the planning and execution of a series of high impact events (Career & EL Fair, Graduate and Professional School Expo, Celebration of Research, Community Appreciation etc.) community and workplace partners to develop and engage strategic partnerships.
* Contributes to the development and maintenance of materials that can be shared with community partners and potential employers about graduates, testimonials, and opportunities to engage.

##### Other Duties

* Provide operational leadership for necessary projects taken on by the CCEL department.
* Provides support and backup to CCEL team members, including triaging and responding to all types of inquiries and working at the reception desk when necessary.
* Assists with institutional recruitment and retention efforts by participating in internal and external events.
* Flexible work schedule, including evenings and weekends.
* Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 years).

#### Experience/Qualifications Required:

* Minimum three (3) years of directly related experience. Experience working with and supervising students considered and asset.
* Excellent interpersonal, cross-cultural, and oral communication skills.
* Proven experience using complex institutional finance and purchasing systems.
* Demonstrated experience and ability managing and tracking budgets.
* Demonstrated experience creating and maintaining websites using Drupal CMS.
* Expert working knowledge of all social media platforms and experience developing strategy and campaigns.
* Demonstrated strong writing skills and attention to detail.
* Demonstrated strong technical skills and proficiency with spreadsheets and databases.
* Strong interpersonal skills. Articulate and professional. High customer service orientation.
* Strong organizational skills. Able to handle multiple projects with competing deadlines.
* 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.
* 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.
* Ability to work independently.
* Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum.

#### Supervision:

* Supervise and direct the activities of student employees