**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Coordinator, Employer Relations

**Job Number:** A-280

**NOC:** 5211

**Band:** 8

**Department:** Coop, Careers, and Experiential Learning

**Supervisor Title:** Director – Coop, Careers, and Experiential Learning

**Last Reviewed:** November 21, 2017

**Job Purpose**

The Coordinator, Employer Relations is accountable for contributing to the education, career planning and personal growth of Trent University students enrolled in courses that offer opportunities to learn from experience in the workplace. The coordinator promotes workplace opportunities to students, prepares them for the job search or placement process, generates workplace partnerships which provide them with marketable employment skills, monitors student performance, helps to resolve issues in the workplace and interacts with academic and professional bodies to strengthen ties between Trent University and the employer community.

The Coordinator serves employers by responding to their recruiting needs, offering them access to mature, skilled and energetic students, coordinating the hiring or placement process and procuring their satisfaction with students they welcome into their organization. This includes playing a lead systems and technical role in overseeing the Student Experience Portal. The portal is used for relationship management, event management, e-commerce, jobs postings, co-curricular record, and online appointment booking. The Coordinator provides personal, responsive service to students and employers and acts as a liaison with faculty.

**Key Activities**

*Student Experience Portal System* *Administration*;

1. Works closely with Director on all departmental 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).
2. Responsible for the following system activities (in consultation with the team):

* configuring system modules
* managing staff account access
* assigning roles and permissions
* trouble shooting technical problems
* ensuring content pages are maintained and accurate
* training staff and students in the use of the system
* coaching employers and staff/faculty in the use of the system

1. Manages and tracks all activities and interactions in the Student Experience Portal. This includes, but is not limited to, maintaining database on recruiter contacts, coordinating mass mailing and e-mail campaigns, approving new registrations, and compiling statistics and reports on Career Centre usage.
2. 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.

### Responsible for all aspects of employer and educational recruiter relationship development for the Peterborough campus. This includes collaborating with faculty and working independently to develop appropriate work opportunities that meet the needs of various course requirements.

1. Proactively develops and monitors all aspects of relationship development and recruitment activity (i.e. employer, educational, volunteer) for students and alumni.
2. Participate in the preparation of a marketing strategy to build an employer partner database that promoting a range of work integrated learning experiences for students within the Trent Peterborough community.
3. Research, define and develop job and workplace learning opportunities in conjunction with academic course requirements.
4. Collaborate with Career Services and Academic Advising to assist students in finding experiential learning opportunities appropriate to their goals and needs and in positioning experiences for academic and career growth.
5. Devise collaborative projects/programs that will serve community needs as well as meet curriculum objectives.
6. 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. Ensure accuracy of employer database.
7. Determine and prepare appropriate presentations for employers, including both formal boardroom and individual one-on-one meetings.
8. Build effective relationships with new and current employer clients through personal, proactive and responsive service.
9. Collaborate with Peterborough Placement staff to ensure a coordinated effort in seeking out employer partnerships and meeting employer needs.
10. Coordinate the hiring or placement process by encouraging employers when appropriate to interview on campus, and aid and support them before, during and after interviews. Assist with, and attend, employer information sessions.
11. Attend networking events to promote and raise awareness of the various programs.
12. Advise employers on Trent University’s recruiting strategies and guidelines. Ensure ethical recruiting practices and coordinate employment/placement offers.
13. Assist with the maintenance of a central internship/experiential learning activities website, ensuring it is up to date and easy to navigate.

Update, maintain and verify statistical information for program participation for the purposes of program review and reporting.

### Contribute to the educational, professional and personal growth of participating students by helping them explore career options, develop job search skills, secure rewarding workplace learning opportunities and gain marketable employment skills.

1. Outline program requirements and promote work opportunities to students enrolled in courses which require/offer Workplace Integrated Learning (WIL).
2. Identify and act on opportunities to create tools and consistency for materials for programs, in particular for those coordinated within the Career Centre, but made available to other programs as well.
3. In conjunction with Academic Advising, advise students on the development of appropriate learning objectives for their work experience and assist as required in the assessment of any written submissions, reflections or other assignments. As needed, the coordinator will review progress in meeting objectives with both students and their employers in person or at a distance, and in end of term evaluation.
4. Conduct mid- and post- placement interviews and facilitate group debrief sessions with students to assist in the evaluation of learning experiences, assess successful achievement of learning objectives and develop future goals.
5. Create and supervise a team of Peer Advisors who have had experiential learning experience and can be available to assist other students who are preparing for, and engaged in, experiential learning opportunities.

### Collaborate with faculty to monitor the quality of positions, student performance during work experiences and satisfaction levels of stakeholders.

1. Assist employers in developing job descriptions and approve them according to course requirements prior to posting.
2. Contact individual students and their managers (in person or electronically) to monitor quality of positions and satisfaction of both parties.
3. 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. Ensure employers complete evaluations and that they discuss them with students; review evaluations with students upon their return to campus.
5. Obtain final evaluation from students and conduct follow-up with employers as appropriate.

### Promote and provide information about workplace partnerships.

1. Assist in the development of policies and procedures to outline partnership requirements and student/employer responsibilities.
2. Develop workshops, promotional material and forms; organize multimedia presentations and displays.
3. Establish and maintain linkages with assigned professional associations for networking and professional development.
4. Provide information and guidance to faculty, high school students, and parents at events; communicate and meet individually with students and their parents.
5. Manage individual projects to support the department as required.

Event Management;

1. Co-ordinates, administers, and implements career-related events, Alumni panels, employer information and table sessions.
2. Works closely with the colleges and academic departments to develop partnerships for events and initiatives. Responsibilities may include playing a lead role in collaborative events, event registration and marketing to prospective attendees, logistics, budget, assessment and final reporting.

**Education**

Honours University Degree (4 year) required. Graduate degree in Business or a related field preferred.

**Experience Required**

* Awareness of current employment market conditions and job search techniques.
* Knowledge of recruitment and hiring practices and performance management techniques.
* Knowledge of Trent University’s academic programs and principles of work-integrated learning.
* Superior verbal and written communication skills, along with strong presentation skills and the ability to interact effectively with others.
* Well organized, results driven, effective time-management skills and ability to focus on multiple priorities.
* Excellent negotiation and conflict-resolution skills.
* Demonstrated strength in project management, organization, evaluation, and reporting.
* Knowledge of experiential learning theory and practices and university risk management policies.
* Proven track record of productive relationship development resulting in quantifiable outcomes.
* Self-starter with ability to work independently.
* Able to be flexible with working hours and ability to travel with access to a vehicle.