**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Student Experience Coordinator

**Job Number:** A-394

**NOC:** 1221

**Band:** 8

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

**Supervisor Title:** Manager, Careers & Experiential Learning

**Last Reviewed:** November 17, 2020

**Job Purpose:**

The Student Experience Coordinator serves community partners by responding to their recruiting needs, offering them access to mature, skilled and energetic students, and coordinating the hiring or placement process. This role is also a key contact for faculty and students to ensure personal, responsive service to meet the needs of program requirements and align interest and skills with the needs of the community. As a champion of experiential learning, this role is responsible for developing relationships with partners in the community and fostering opportunity for Trent students to engage in a meaningful way.

This includes playing a systems and technical role in overseeing the Student Experience Portal. The portal is used for relationship management, event management, e-commerce, jobs postings, student experience record, and online appointment booking.

**Key Activities:**

*Community Engagement*

* Contribute to a cohesive approach to partnership development and management, including streamlined and efficient messaging and communication processes,
* Participate in the community by attending meetings and events, joining working groups and/or boards and be a representative of the university by developing relationships with community partners and employers,
* Ensure that potential and current community partners have a solid understanding of who our students are and how they can collaborate with our programs or hire our graduates,
* Under the guidance of team lead, contribute to the development of an annual strategic plan for workplace partnerships and community relations, known as the Employer Recruitment Program (ERP), that will focus on expanding opportunities for experiential learning across all programs as well as hiring of our graduates; this will include an annual plan for outreach to potential partners to coordinate on campus info sessions for students interested in that organization, plan, execute and promote all events related to the ERP, including, but not limited to, employer information sessions (on-campus, virtual and remote), the Career & EL Fair, Graduate and Professional School Expo, Celebration of Research and Community Appreciation,
* Promote all relevant academic and co-curricular programming, as well as student needs and interests to employers and industry contacts as aligned with their needs,
* Consider all Trent programs and departments when meeting with community partners and communicate opportunities to relevant placement coordinator where necessary,
* Research potential employers and recommend student placement or hiring opportunities; where necessary, ensure that appropriate contacts in the university are informed,
* Understand the needs of employers by regularly reaching out and ensuring they are aware of the quality and diversity of our student body for hiring during the summer and after graduation,
* Maintain the process by which the status of business development initiatives, activities and outcomes can be tracked (through Orbis Outcome)

*Experiential Learning Expansion*

* Support and promote experiential learning within the institution and to community partners,
* Remain current in emerging experiential learning theory and practice, such as service learning, work integrated learning, and community-based research,
* Under the guidance of team lead, advise faculty and staff of policy and best practices relevant to experiential learning activities,
* Contribute to discussions with Recruitment, Marketing and Communications to position EL as a key element in the Trent student experience,
* Contribute to the coordination of the established internal EL Working Group by contributing to regular meetings with the group to review best practice and emerging trends to continue towards the centralization of policy and process as it relates to EL at Trent.

*Placement Coordination*

* Collaborate with faculty to remain apprised of any placement courses requiring support and ensure that the appropriate strategy is in place for outreach to community partners,
* Support students in seeking and securing untapped opportunities to provide access to a greater range of placement settings,
* Coordinate courses and workshops to support students as they prepare to engage in EL, this will include in class workshops (networking, resume, cover letter, professionalism, ethics etc) and additional workshops or info sessions to ensure students are prepared for entering the workplace or community organization,
* Liaise with colleagues in Careerspace, Academic Advisors, Academic Skills and Student Affairs to ensure that students are referred to appropriate services when and where needed,
* Coordinate all paperwork and agreements with community partners and students to ensure liability and risk is mitigated,
* Prepare, distribute, receive and track assessment forms associated with placements and internships,
* Act as the point person and manage any issues that may arise during the course of an EL opportunity connected to community partnerships,
* Develop and maintain database of all placement sites and community contact through Orbis Outcome,
* Under the guidance of team lead and risk management, coordinate and advise on all agreements related to placements and internships as well as student insurance; responsible for maintaining an accurate and up to date database of all risk management paperwork for community partners,
* Consults with risk management as needed,

*Community-based Research Project Development*

* Work with team lead, community agencies and Trent university partners to identify community-based research and community service learning project partners and research opportunities
* Under the guidance of team lead, support Trent staff/faculty in working with community partners to develop research proposals. Key criteria for research proposals include:
	+ - Meets demonstrated need for the community partner
		- Has pre-determined expectation with respect to researcher time/capability. Different projects may suit different research models (e.g. individual researcher, class team-based research, longitudinal study, etc.)
* Ensure research proposal development minimizes additional work for community agencies and is sensitive to their needs and any organizational limitations they face.
* Track and monitor CBR projects, including check-ins with community agencies, faculty and student researchers.

*Communications & Reporting*

* Generate data and reports to be presented on all aspects of EL to CCEL and decanal units including summaries and recommendations related to the strategic direction of the institution,
* Support communications staff across the University to deliver messaging about the activities and successes of EL,
* Gather information, testimonials and media related resources to tell the story of EL across campus and for prospective students,
* Develop and maintain web resources and marketing pieces, in support of EL initiatives,
* Contribute to the development and maintenance of materials that can be shared with community partners and potential employers and contain information about graduates, testimonials and opportunities to engage,
* Plan and execute 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,
* Contribute to student recruitment by participating in campus recruitment events (Open House, Tours Plus etc.) as well as represent Careerspace and Trent Community Research Centre at off campus events (Ontario Universities Fair).

*Technology and Administration*

* 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).
* Ensures that the Student Job Board is up to date and that all potential employers (both on and off campus) as well as community partners are aware of the tool and utilize to meet their needs,
* Main point of contact for the maintenance of the Student Job Board for posting jobs, determining fraudulent postings, marketing to specific groups on campus and supporting employers with technical needs.
* Responsible for the upgrade, roll out and maintenance of the Student Experience Record module in Orbis, this includes ensuring all curricular and co-curricular opportunities are tracked appropriately, maintaining the database on an annual basis and marketing the use of the tool to students, staff and faculty,
* 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
* 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.
* 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.

**Education**

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

**Direct Responsibility**

* Student Employees

**Experience Required**

* A minimum of three years’ full time experience building community relationships in the university environment.
* Knowledge and applied experience with experiential learning theory and practices and university risk management policies.
* A demonstrated understanding of, and commitment to, community development and social change. Demonstrated understanding of the needs and priorities of community organizations, charitable organizations, and other non-governmental organizations, and sensitivity to challenges experienced by these agencies.
* Knowledge of Trent University’s academic programs and principles of community-based research.
* General knowledge of various research methods and an understanding of the expectation for undergraduate community-based research project work.
* 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.
* 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.

**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 have to 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.