**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Operations Coordinator

**Job Number:** A-399

**NOC:** 1221

**Band:** 7

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

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

**Last Reviewed**: November 17, 2020

**Job Purpose**

Under the general direction of the Manager, Careers & Experiential Learning, the Operations Coordinator is responsible for providing information technology and business support to the Co-op, Careers & Experiential Learning unit and to the Manager and Director. A major portion of the work will be to coordinate the policy and process related to student experiential learning and placements.

**Key Activities**

*Experiential Learning Support:*

1. Interpret and advise on internal and external affiliation agreements, memorandums of understanding, policies and procedures,
2. Maintain placement paperwork information on website and coordinate and manage the database of all completed agreements for all programs through Orbis,
3. 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,
4. Research best practice as it relates to EL policy and contribute to the creation of policies where needed to create a policy library in accordance with institution specific requirements,
5. Where needed, support community based research project administration, which could include coordinating paperwork, organizing meetings and following up with stakeholders on outstanding deliverables.

*Risk Management Support:*

1. Provide guidance to faculty members and placement coordinators on legislative requirements and due diligence,
2. Provide awareness and education to Trent community on student placement MTCU insurance and WSIB requirements,
3. Track and provide Work Placement reports on a quarterly basis to the MTCU,
4. Develop and administer waivers for field work and trips,
5. Research legislation, risk management best practices, incident/accident statistics, WSIB court and insurance claim decisions and university statistics,
6. Process injury and incident reports for placement student WSIB claims,
7. Report critical injuries of students to the Ministry of Labour as required,
8. Investigates WSIB requirements for students working outside of Ontario,
9. Provide certificates of insurance for affiliation agreements,
10. Purchase Accidental Death and Dismemberment insurance for placement students,

*Administrative Support*

1. Monitors departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
2. Coordinates purchase orders and arranges payment of invoices. Researches pricing and arranges RFQ’s for goods and services.
3. Orders office supplies. Coordinates inventory, supplies and maintenance of office equipment and furniture.
4. Coordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for school events and meetings.
5. Arranges department and committee meetings including preparing and distributing agenda, makes room bookings, and updates email distribution lists.
6. Manages card access to Careerspace and the inventory and distribution of office keys.
7. Assists with administrative work related to human resource management, professional development and other relevant issues.

*Information Technology Support*

1. Develops and maintains internal file sharing structures including the shared drive and intranet site.
2. Administers the network share for Co-op, Careers & Experiential Learning using the group manager system provided by Information Technology.
3. Coordinates the inventory system for Co-op, Careers & Experiential Learning’s software, hardware, and peripherals.
4. Provides backup support to maintenance of all CCEL webpages and marketing materials,
5. Provides regular support for Orbis and any daily tasks or projects and upgrades related to that system (job board, appointment bookings, user management etc).

*Orbis Outcome*

1. 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,
2. Responsible for 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).
3. 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,
4. 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.
5. Lead 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,
6. 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
7. Track 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 Careerspace usage.

*Other Duties:*

1. Coordinates and provides administrative support to special projects as required.
2. Provides support to all events run through Co-op, Careers & Experiential Learning, including, but not limited to: the Career & EL Fair, Graduate and Professional School Expo, Celebration of Research and Community Appreciation,
3. Provides support and backup to Co-op, Careers & Experiential Learning team members including triaging and responding to all types of inquiries and working at the reception desk when necessary.
4. Assists with institutional recruitment and retention efforts by participating in internal and external events (open house, tours plus, OUF etc).
5. Flexible work schedule, including evenings and weekends.
6. Other duties as assigned.

**Education**

Honours University Degree (4 year) in Business Administration or equivalent.

**Experience Required**

1. Four years of office administration experience and organizational planning and priority setting skills,
2. A background in working with processes related to experiential learning (risk management, insurance, forms and processes) is required,
3. Experience in the education or public sector institution especially knowledge of Trent University an asset,
4. Demonstrated experience and working knowledge of WSIB claims process is required,
5. Experience contributing to the planning of both internal and external events,
6. Excellent communication skills – formal writing and correspondence in particular.
7. Excellent organizational and time management skills.
8. Demonstrated experience and ability managing and tracking budgets.
9. Demonstrated experience creating and maintaining websites using Drupal CMS.
10. Demonstrated experience working in and maintaining records in Orbis.
11. Expert level proficiency in application of Microsoft Office Suite (Outlook, Word, Excel, Access, Power Point).
12. Demonstrated ability to work independently and as part of a team.
13. Excellent interpersonal skills; demonstrated ability to handle work under stress and tight timelines with accuracy and diplomacy.
14. Excellent customer service skills required; demonstrated skills in, and commitment to, customer service and continuous improvement.
15. Demonstrated ability to maintain confidentiality.
16. Demonstrated ability to take initiative, to use good judgment, to work independently and as a team member in a complex and multi-faced work environment.