#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Department Coordinator, Placements, Internships, Co-ops and Advising

**Job Number:** A-235 | VIP: 1391

**Band:** OPSEU-10

**Department:** School of Business

**Supervisor Title:** Director, School of Business

**Last Reviewed:**  June 5, 2024

#### **Job Purpose:**

Reporting to the Director of the School of Business, assumes responsibility for all Department academic advising at the Peterborough campus. Assumes responsibility for enrollment management and classroom timetabling on both the Peterborough and Durham campuses. Provides enrollment and course demand information to assist the Director in long-range planning. Assumes responsibility for managing the School of Business Placement program at the Peterborough campus, and the Internship and Co-op programs across both campuses.

#### Key Activities:

##### Advisory Responsibilities

* Is responsible for all Business academic advising in Peterborough (approximately 1200 single majors and joint-majors). Responsible for sharing updates that affect all business majors across both campuses (approximately 1650 students)
* Provides advising to Economics majors (approximately 90 majors).
* Guides AAA Postgraduate Certificates (PGC) Durham and Postgraduate Certificates Liaison Peterborough around advising PGC students who failed a course and need to amend the approved list of courses by term. Answers questions and provides support. Assists with pre-req waivers, self-service registration and front-line reception as needed.
* Interprets current and past university and departmental regulations and advises students on academic planning and the importance of developing a course plan to meet all requirements (major, specialization and degree).
* Reviews student records and provides advice and guidance about completing your business major, your specialization and the university degree requirements. Handles all Departmental academic queries. Advises students on add deadlines, drop deadlines, letter of permission, and options if having difficulties completing course work.
* Arranges welcome for new students in September. Provides orientation advise to new Trent students around course election and registering in courses.
* Evaluate and approve or deny prerequisite waiver requests and communicate with students. Track requests.
* Liaises with College Academic Advisors, Durham Campus Advisor, Trent International advisors, SAS, Academic Skills and with other university departments that provide student assistance. Refers students to various university resources.
* Develops and edits Academic Planning Sheets for students (ADMN single major, HBA/HBSC Joint-major, for each specialization, as well as ECON). Posts on websites of both campuses and shares widely for course instructors to post across the School of Business course blackboards.
* Visit classes to talk about academic planning, course selection and changes to requirements for major. Prepares zoom presentations for course registration (ie Chitkara).
* Advises Director of developing situations where there are student concerns or complaints.
* Consults with Registrar’s Office, CUP, Dean’s Office as appropriate.
* As part of advising appointments, promotes placement and internship opportunities to all students. Counsel students about opportunities that match their interests and aspirations. Advises on application process, and course selection in this regard. Guides co-op students in accounting, business and economics around work terms and course selection.

##### Course Timetabling, Enrollment Management, and Planning

* Under supervision of the Director, is responsible for scheduling/timetabling of all ADMN courses in Peterborough and Durham. Communicates with other Department timetable reps who use ADMN courses in their programs (Financial Science, Swansea Law, Business Communications, Logistics and Supply Chain etc.) to establish functional course blocks for student timetables. Also schedules/timetablea Business post graduate certificate courses (such as Human Resources, Marketing and Accounting) across both campuses.
* Works with the Chair of Economics, to schedule/timetable all ECON courses in Peterborough and Durham.
* Gather course preference information, scheduling format, and timetabling availability from faculty (full time and part time CUPE instructors) as well as from OPSEU Seminar Leaders on both campuses. Inputs into the DCU software.
* Monitors enrollment in classes and liaises with Scheduling Office on both campuses and Registrar’s Office on student enrolment issues. Monitors waitlists and limited enrolment courses.
* Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Director in program planning. Assist with the development of the staffing plans. Runs reports as requested.
* In consultation with the Chair, sets enrolments caps for Dean’s approved based on degree requirements, past enrolment, space availability and pedagogy.
* Facilitate course by course transfer credit requests.
* Assists with articulation agreements and transfer agreement pathways. Provide supports for these students (ie Chitkara).

##### Undergraduate Placement, Internship and Co-op Program Administration

Placements Peterborough:

(3 cycles, Sept., Jan., and May). Placements are a part time learning opportunity (minimum of 100 hour per term, normally unpaid) with a local agency for fourth year students. Cross listed ADMN and ECON.

Internships Peterborough and Durham:

(3 cycles, Sept. Jan and May) Internships for fourth year students are six, eight, twelve or sixteen months in duration, are full time paid positions that are a break in studies and students must return for one final study term after the internships. Internships can be anywhere in Canada. Cross listed ADMN, ECON and LSCM.

Three Co-op Programs (Business, and Accounting Peterborough and Durham and Economics Peterborough only):

Direct entry from high school. Honours degree program with 8 study terms and 3 paid work terms. Work terms are four months in length. Co-op work terms can be anywhere in Canada.

* The Department Coordinator must have a broad knowledge of School of Business experiential learning opportunities.
* Working with the Director and Faculty Coordinator, develops annual outreach plan to meet posting targets for placements, internships and co-ops. Outreach consists of the recruitment of new host employers as well as fostering and maintaining the relationship with current hosts. Attends professional networking events to promote and raise awareness of the programs.
* The Department Coordinator operates from a solid understanding of co-operative education for placement, internship and co-op safety, and academic requirements.
* Advises on best practices relevant to experiential learning. Develops policies and procedures for hosts and students to meet requirements and responsibilities and to maintain integrity of all programs.
* Provides leadership, guidance and direction to the Internship and Co-op Liaison as well as the Placement Liaison who look after the day-to-day tasks.
* For host employers this includes topics ranging from affiliation agreements, creation of job postings, work education agreements, confidentiality, insurance coverage (WSIB or private), tax credits, and funding opportunities. For students this includes topics ranging from recruitment, advertising, how to apply, cover letter and resume prep, interview skills, matching, onboarding, health and safety training modules, confidentiality, immunization, police checks, work permits, and communication pre, during and post the placement/internship/co-op work term.
* Develops and maintains database of all placement, internship, and co-op sites and contact persons
* Edits and approves Student Handbooks.
* Liaises with Careerspace, and Risk Management.
* Conducts promotional presentations (in class, remote and at Trent events) to advertise the programs. Ensures that information for placements, internships and co-ops are up-to-date online and in other recruitment materials.
* Compiles statistics and writes annual report for Program Committee.
* Obtains feedback/conducts surveys from host employers and students to inform recommendations for improvements to the programs and processes.

##### Other duties

* Develops and maintains Departmental Academic Advising Policy Manual for use by faculty and staff.
* Reviews and edits Calendar Copy.
* Sits on the Departmental Curriculum Committee and Program Committee. Prepares USC applications for modifications to courses, or program.
* Sits on University committees (EL Working Group, Advising Working Group, Co-op Coordinators etc.) and other subcommittees as required.
* Assists with development of new program initiatives.
* Provides support for other Department committees as requested.
* Provides content updates for Departmental website on both campuses and writes articles for weekly School of Business newsletter. Suggests topics for social media posts.
* Works with the AAA to coordinate Open House and other recruitment events. Updates the program information/reference material for use by faculty, staff and student volunteers at these events.
* Promotes other experiential education opportunities such as Trent community-based research and study abroad.
* Maintains a high level of professionalism when working with students, campus staff, or external contacts to the Univrsity. Acts as an ambassador for Trent University.
* Assists AAA with Awards Ceremony, CEO in Residence, Life After Trent and other Department events.
* Other tasks as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 year) in a related field such as Business Administration required.

#### Experience/Qualifications Required:

* Three (3) years of administrative experience with preference given to experience in an academic environment (undergraduate advising around course planning, academic regulations, and degree requirements).
* Experience with placements/internships and co-operative education with both students and employers including risk management. Ability to interpret learning experience needs of students with possible career avenues.
* Experience with Peterborough area businesses and professional communities. Ability to work with community partners in a collaborative manner.
* Excellent interpersonal (tact and diplomacy) and communication skills, both oral and written. Demonstrated presentation skills.
* Strong organizational and problem-solving skills. Attention to detail.
* Experience with facilitation and small group management.
* Self starter with ability to work independently as well as part of a team.
* Demonstrated time management skills with the ability to work accurately and effectively in stressful conditions with competing deadlines and frequent interruptions.
* Abiltiy to adapt to emerging technologies and new software. Strong computer skills including MS Office, Iris, and Colleague.
* Demonstrated ability to maintain confidentiality.
* Knowledge of Trent programs and student services.
* Ability to be flexible with working hours and ability to travel with access to a vehicle.

#### Supervision:

* Lead Hand to:
  + Postgraduate Certificates and Placement Liaison
  + Internship and Co-op Liaison

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

**Direct** - Lead hand to:

1. Postgraduate Certificates and Placement Liaison
2. Internship and Co-op Liaison

**Indirect** – Assigns tasks to the TWSP student hired by the School of Business AAA.

**Communication**

**Internal**

* **Students** – Advising - respond to questions ranging from course selection, dropping a course, deadlines, and course planning
* **Students** - Placements/internships/co-ops – updating resume or cover letter, confirmation of host agencies, problem while in placement
* **Faculty** - to consult with them (courses, scheduling, student records, curriculum)
* **Academic Advisors** on both campuses – share updates to Program information and timetabling issues. Forwarding student who need help with a petition
* **Trent International Program** – consults regarding registration for international students and access to courses, scheduling and work permits
* **Careerspace and other Placement/Internship Coordinators –** best practices for student application, recruitment of employers, risk management concerns
* **Scheduling both campuses –** timetabling in the DCU, course is full and needs a waitlist or larger room, ensuring blocks are set up so courses with that block run conflict free
* **Registrar’s Office –** note on student record re substitution of course to meet requirements for major
* **Admissions & Recruitment** – share and obtain relevant information concerning Open House events, prospective students, transfer credit pathways, enrolment in certificate programs, and limited enrolment caps for coops
* **Alumni House** – sharing of data regarding alumni as potential guest speakers or placement hosts
* **USC** – drafting of USC forms for new programs, revisions to programs, and new courses

**External**

* **General Public –** answers questions, refer to appropriate individuals
* **Parents/Future Students** – provide general information regarding programs, as required
* **Alumni** – provide program information and direct queries to appropriate source; interact with Alumni at special events, donor recognition at Award ceremonies
* **Employers** – in the recruitment of new placement/internship/co-op hosts, in negotiating agreements and explaining complex opportunities, in determining the best fit, in fostering the ongoing relationships and in mending the relationship due to poor student performance or terminated placements
* **Employer Supervisors** – re student performance in placements/internships/coops

**Motor Sensory Skills**

* Fine Motor Skills/Dexterity – keyboarding, data entry, database management, accuracy very important, speed important, ability to jump from task to task due to competing priorities
* Coordination – filing, organizing opportunities
* Hearing and touch – responding to student, host agency and faculty queries, computer use, responding to telephone and people in the office
* Sight – computer use, reading various reports and data, different computer software, multiple screens

**Effort**

**Mental**

* Multiple competing demands and deadlines, changing and conflicting priorities
* Long periods of visual attention and sustained concentration required – could spend full day with half hour student appointments and need to provide same focus and attention to each student even though content is repetitive; or could spend full day editing job postings, blackboards and databases
* Inputting, proof reading to verify accuracy and completeness of data, compiling information from various sources, database management, reviewing academic summaries, requirements for major or degree
* Frequent interruptions and distractions, continuous re-prioritization of work
* Attention to detail and accuracy very important
* Ability to work under pressure in a complex work environment

**Physical**

* long periods of sitting at desk on computer keyboarding or meetings with students and community partners
* some standing at open houses/fairs
* visual attention and concentration
* pressure to meet deadlines

**Working Conditions  
Physical**

* Neck, back and eye strain – sitting for extended periods, extensive computer use
* Occasional travel for sites visits and to the Durham campus
* Fatigue, frequent interruptions, multiple priorities

**Psychological**

* Student complaints – denied pre-req waivers, course conflicts, did not get their preferred placement agency, or not able to graduate on time
* Multiple competing demands and conflicting work priorities – often advising and placement are both very busy at the same time; internships/placements/co-ops with similar recruitment cycles
* Time sensitive deadlines – timetabling, placements, and advising
* Disgruntled and angry students, parents, faculty, or host employers
* Frequent interruptions
* fast paced, stressful, complex job expectations
* Confidentiality - working with sensitive student academic or partner agency information
* Repetition, placements offered fall, winter, summer, just finish one cycle then its time to start the next cycle, advising but each student must be given same care and direction