#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Trent Community Research Centre Operations Coordinator

**Job Number:** A-399 | VIP: 1629

**Band:** OPSEU- 6

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

**Supervisor Title:** Manager, Community & Workplace Partnerships

**Last Reviewed:**  April 8, 2022

#### **Job Purpose:**

#### Under the general direction of the Manager, Community & Workplace Partnerships, the TCRC 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. This position will support the deliverables of the 24-month Business + Higher Education Roundtable, Workplace Integrated Learning Initiative through the Trent Community Research Centre.

#### The Community-Campus Engagement towards a Net-Zero Economy Project will see the Trent Community Research Centre develop, expand, and formalize community-service learning and community-based research opportunities across two academic years. The project aims to engage 1000 students in community service learning, or community-based research. Trent Community Research Centre, will partner with municipalities, conservation authorities, manufacturers and NGO’s to realize this goal.

#### Key Activities:

**Experiential Learning Support**

* Interpret and advise on internal and external affiliation agreements, memorandums of understanding, policies and procedures,
* Maintain placement paperwork information on website and coordinate and manage the database of all completed agreements for all programs through Orbis,
* 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,
* Support community-based research project, and community-service learning administration, including the coordination of paperwork, organizing meetings and following up with stakeholders on outstanding deliverables.

**Administrative Support**

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

**Information Technology Support**

* Develops and maintains internal file sharing structures including the shared drive and intranet site.
* Provides backup support to maintenance of all CCEL webpages and marketing materials.
* Provides regular support for Student Experience Portal, and similar software, and any daily tasks or projects and upgrades related to that system (job board, appointment bookings, user management etc).

**Student Experience Portal**

* 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.
* 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).
* Ensures that the Student Job Board, and similar software, 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.
* 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
* Track all activities and interactions in the Student Experience Portal, and similar software. 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.

**Event Support**

* Coordinates and provides administrative support to special projects as required.
* 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.
* 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.
* Assists with institutional recruitment and retention efforts by participating in internal and external events (open house, tours plus, OUF etc).
* Flexible work schedule, including evenings and weekends.
* Other duties as assigned.

#### Education Required:

University Degree (3 year) in Business Administration or equivalent.

#### Experience/Qualifications Required:

* Three years of office administration experience and organizational planning and priority setting skills,
* A background in working with processes related to experiential learning (risk management, insurance, forms and processes) is required,
* Experience in the education or public sector institution especially knowledge of Trent University an asset,
* Demonstrated experience and working knowledge of WSIB claims process is required,
* Experience contributing to the planning of both internal and external events,
* Excellent communication skills – formal writing and correspondence in particular.
* Excellent organizational and time management skills.
* Demonstrated experience and ability managing and tracking budgets.
* Demonstrated experience creating and maintaining websites using Drupal CMS.
* Demonstrated experience working in and maintaining records in Orbis, or similar software.
* Expert level proficiency in application of Microsoft Office Suite (Outlook, Word, Excel, Access, Power Point).
* Demonstrated ability to work independently and as part of a team.
* Excellent interpersonal skills; demonstrated ability to handle work under stress and tight timelines with accuracy and diplomacy.
* Excellent customer service skills required; demonstrated skills in, and commitment to, customer service and continuous improvement.
* Demonstrated ability to maintain confidentiality.
* 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
* 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.

#### Supervision:

* No formal supervision of others is required.