#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Internship & Co-op Liaison

**Job Number:** A-445 | VIP: 1749

**Band:** OPSEU-8

**Department:** School of Business

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

**Last Reviewed:**  June 5, 2024

#### **Job Purpose:**

Reporting to the Director, School of Business, and under the guidance of the Department Coordinator, the Internship, and Co-op Liaison contributes to the success of the internship and co-op programs by providing superior service to students and employers and plays a key role in generating opportunities for internship and co-op students through the development of new relationships with community partners and fostering of existing relationships. The Internship and Co-op Liaison is responsible for coordinating the day-to-day administration of the internship program as well as the Business, Accounting and Economics co-op programs and maximizing the opportunities for all students.

#### Key Activities:

**Internships are** fourth year BBA degree opportunities that are six, eight, twelve or sixteen months in duration. Internships are full time paid positions that begin in September, January or May and are a break in studies. Internships can be anywhere in Canada. ADMN internships are also cross listed with Economics and Logistics and Supply Chain Management. Available to students on both campuses.

**Co-ops are** high school entry, limited enrolment opportunities. There are 3 co-op options: economics, accounting and business (all other areas of business such as marketing, human resources, finance, administration, entrepreneurship etc). Co-ops include study terms and 3 full time paid work terms. Work terms are four months in duration and can be anywhere in Canada. Available to students on both campuses.

* In collaboration with students, staff, faculty, and externals partners, develops employment opportunities for internship and co-op students:
  + Build effective relationships with new and current employer clients through personal, proactive, and responsive service.
  + Develops and maintains database of agency information and student files, including but not limited to address, email, phone number, and host contact.
  + Assist in the development of policies and procedures to outline partnership requirements and student/employer responsibilities.
  + Develop workshops, presentations, promotional material, and forms; and organize multi social media posts (includes infographics or posters). and displays.
  + Establish and maintain linkages with assigned professional associations for networking and professional development.
  + When meeting with community partners shares all School of Business experiential learning opportunities and explain differences between placements, internships and co-ops. Works with School of Business Department Coordinator and Post Graduate Certificates and Placement Liaison to share agency contacts and guide employers to best experiential learning option.
  + When meeting with students, shares all School of Business experiential learning opportunities (placement, internship, and co-op), explaining the differences, answering questions etc.
  + Collaborate with Careerspace and the other Coop Coordinators around best practices in experiential learning. Liaise with Risk Management.
  + Register the students in respective internship or co-op courses or co-op work terms.
  + Updates Internship and Co-op Handbooks.
  + Manages the schoolofbusinessinternships@trentu.ca and schoolofbusinesscoops@trentu.ca email accounts by monitoring and responding to requests from students and employers

##### Coordinate the hiring process:

* Using the appropriate software to ensure efficient recruitment and hiring processing for students. For internships use Blackboard to create, maintain, post jobs and communicate with students. For Coops work within the Student Experience Portal (ORBIS) Co-op module to add/ update student information, review and approve each students work term record and edit study or work terms as required.
* Host events, group meetings and one on one appointments with students and potential placement employers to facilitate the hiring of students.
* Guide and support students on job search strategies and career information through individual appointments.
* Advise employers on recruiting strategies and guidelines. Ensure ethical recruiting practices and co-ordinate employment/placement offers.
* Ensure student preparation for the work experience by participating in the design and implementation of preparatory activities, which cover topics such as resume and cover letter writing, job search methods, interview preparation, career opportunities, report writing, social adjustment and appropriate work habits.
* Work with the Faculty Coordinator on the recruitment and hiring process as well as tracking paperwork.
* All onboarding aspects and ensures health and safety requirements are met prior to the beginning of any internship or co-op employment.
* Ensures all non-academic requirements are met such as confidentiality forms, health and immunization requirements etc.
* Completes clearance letters for student Police Record Checks and request letters from RO for international students who need to apply for COWP.

##### Ensure quality of employment opportunities

* Actively searches for prospective internship and co-op employers.
* Work with employers in developing job descriptions and approve them according to course requirements prior to posting.
* Support employers with setting up their employer accounts on the Student Experience Portal (ORBIS) and provide details on how to utilize the Student Experience Portal to post co-op jobs.
* Assists the Faculty Coordinator, to provide guidance to students and employers to resolve issues such as performance problems, inappropriate job responsibilities and interpersonal conflicts.
* Arrange the internship de-brief session and set agenda along with the Faculty Coordinator.
* Stays informed about government supports and funding avenues (ie. Student Work Placement Program - SWPP), for co-operative education, and shares with employers as requested.
* Coordinates the tax credit letter process for internship and co-op employers.

##### Internship and Co-op Advising

* Continually review and research best practices in providing internship and co-op students with the knowledge and understanding of the program to ensure they are prepared for the process and the self-reflection required to be successful.
* Assisting new co-ops students with registering in courses using self- service, creating a conflict free timetable and orientation to Trent. Meet with students in-person, telephone or via zoom.
* At the end of each academic term, review co-op student grades and advise students that are unsuccessful in the appropriate next steps to remain in the co-op program or transfer into a different stream.
* Meets with co-op students to advise on course selection and planning, as well as requirements for major, specialization and degree.
* Review internship student applications and advise of conditional acceptance including academic requirements and recommendations. Review grades of students last term prior to internship beginning. Advise on remaining courses to be taken in final term.
* Reminding internship and co-op students about academic deadlines as listed in the calendar.
* Liaison with course instructors to arrange for in course visits to promote School of Business experiential learning opportunities.
* Collect student testimonials and compile statistical information.

##### Additional Responsibilities

* BBA Advising - Advising upper year students around course selection and planning. This includes promoting placement and internship opportunities for fourth year students, explaining the differences, and guiding them through the process. Assisting new students with registering in courses, creating a conflict free timetable and other new student orientation to Trent. Reminding all BBA students about academic deadlines as listed in the calendar, and requirements for major, specialization and degree.
* Assists with the School of Business placement programs. Placements are a volunteer work opportunity for fourth year students with local employers for a minimum of 100 hours per term for academic credit.
* Represent School of Business at various institutional events including, but not limited to, Open House, Ontario University Fair, Orientation, general awareness events, etc.
* Help postgraduate certificate students with course registration.
* Maintains a high level of professionalism when working with students, campus staff or external contacts to the University and acts as an ambassador for Trent University.
* Other related duties as assigned.

#### Education Required:

* Honours Degree (4 year) in relevant field such as Business Administration.

#### Experience/Qualifications Required:

* Two (2) years of administrative experience.
* Experience with Peterborough area businesses and professional communities required.
* Knowledge of Trent University’s academic programs, principles of experiential learning and university risk management policies.
* Excellent English, oral and professional written communication skills including presentation skills.
* Excellent organizational skills and problem-solving skills with strong attention to detail.
* Proficiency in the use of Microsoft Office and ability to adapt to emerging technologies and new software.
* Maturity, good judgement, tact, and the ability to maintain confidentiality.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, frequent interruptions and changing priorities.
* Effective interpersonal skills, ability to work independently and as part of a team.
* Able to be flexible with working hours. Access to a vehicle for occasional travel to the Durham campus.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

* **Direct** – none
* **Indirect** – Assigns tasks to the TWSP student hired by School of Business AAA

##### Communication

##### Internal

* Students – respond to questions ranging from course selection, placements/internships, dropping a course etc.
* Trent International Program – consults regarding registration for international students and guidance on study permits, and work permits
* Careerspace and other Placement/Internship Coordinators – current trends, recruitment of employers, risk management concerns
* Admissions & Recruitment – share and obtain relevant information concerning Open House events, prospective students, transfer credit pathways

**External**

##### General Public – answers questions, refer to appropriate professors

##### Parents/Future Students – provide general information regarding programs, as required

##### Employers – in the recruitment of new hosts as well in fostering the relationship to get them to continue as hosts year after year

##### 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 and posting jobs into blackboards, SEP or databases
* Inputting, proof reading to verify accuracy and completeness of data, compiling information from various sources, database inputting, reviewing academic summaries
* Frequent interruptions
* Attention to detail and accuracy very important
* Ability to work under pressure

**Physical**

* long periods of sitting at desk on computer keyboarding or meeting with individuals
* 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 did not get their preferred internship agency
* Multiple competing demands
* Time sensitive deadlines
* Disgruntled and angry students, parents, faculty, or host employers
* Frequent interruptions, fast paced job
* Confidentiality - working with sensitive student academic or partner agency information
* Repetition, internships offered fall, winter, summer, just finish one cycle then it’s time to start the next cycle