#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Co-op & Micro-credential Assistant

**Job Number:** A-457 | VIP: 1886

**Band:** OPSEU- 5

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

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  November 1, 2022

#### **Job Purpose:**

Under the supervision of the Director, Careerspace with guidance from the Co-op Coordinators, the Co-op & Micro-credential Assistant performs a range of clerical and administrative services to support the co-operative education process and the creation of new micro-credentials.

The Co-op & Micro-credential Assistant assists with the organization and execution of the work term process. This may include creating work term forms and documentation, communicating with employers and community partners, and connecting with faculty personnel and students, in consultation with the Co-op Coordinators.

In order to provide effective and efficient services, it is expected that the incumbent provide timely service, maintain confidentiality, and use diplomacy and tact regarding internal and external relations.

#### Key Activities:

***General Support for Co-op Programs:***

1. Support in the management of the Co-op e-mail and respond to all co-op inquiries from prospective students, current students, employers, and interested community partners in a timely manner.
2. Support the day-to-day administration of the Co-op Discord Channel including answering student questions, posting co-op resources and information for students, and monitoring student conversations.
3. Provide administrative support to the Co-op Assistance Program including monitoring student applications, evaluating student financial need, and determining the level of financial support the Co-op Assistance Program can provide to students.
4. Help onboard students who are transferring into their respective co-op program by providing them with co-op materials and resources and information on how to book appointments with their Co-op Coordinator.
5. Assist with information sessions for co-op students and training sessions for the Co-op Module on the Student Experience Portal and coordinate the necessary room bookings.
6. Attend and participate in on-campus fairs, events, and other recruitment activities as a member of the Careerspace team.

***Employer Outreach Support for Co-op Programs:***

1. Create training guides for co-op employers on how to get started as a host employer and the process by which employers will have to follow through the work term experience.
2. Actively search for prospective co-op jobs for the 18 different co-op programs running out of Careerspace in the Humanities, Social Sciences, and Sciences.
3. Outreach to employers that are local, across the GTA, and beyond with information about our co-op programs and the benefits of hosting a Trent co-op student.
4. Act as a first point of contact for employers and set up employer appointments with the respective Co-op Coordinator for the program(s) of interest.
5. Work with employers to compile the necessary risk management information and provide details on how to utilize the Student Experience Portal (Orbis) to post co-op jobs, invite candidates for interviews, and complete work term evaluations.
6. Help employers to post their jobs on the Co-op Job Board on the Student Experience Portal and support with any technical issues that may arise.
7. Posts, updates, and ensures accuracy of co-op job postings as submitted by host agencies.
8. Maintain employer information and log phone calls, e-mails, and general notes on the Experiential Learning System (ELS).

***Administrative Support for Micro-credentials:***

1. Monitor and respond to emails received to the main micro-credentials e-mail account.
2. Review and process the Trent Micro-credential Proposal Form, ensure fields completeness and detailed information before sending to the Careerspace Director.
3. Work with internal Trent stakeholders who are proposing micro-credential programs/courses and need support such as digital badge graphics created by Trent Communications & Marketing department.
4. Act as the point of contact for the MyCreds Badge System, providing administrative control such as creating and deleting new or existing digital badges.
5. Administrate the MyCreds Badge System which includes input of micro-credential program/course descriptions, skills, earning criteria, and digital badge graphics.
6. Maintain digital records in SharePoint for digital badges issued and revoked to learners through the MyCreds platform.
7. Liase with micro-credential instructors and facilitators for content changes, website updates or other badge design creation and edits.
8. Provide administrative support for Trent Marketplace online store by creating micro-credential course/program listings, and accuracy of dates and descriptions are maintained.
9. Collaborate with Trent Marketplace management for feature changes or other configuration changes needed to ensure strong customer experience at checkout.

#### Education Required:

* General Degree (3 years).

#### Experience/Qualifications Required:

* Minimum two years of experience in community engagement and administrative work in a busy environment with a diversity of people and exposure to unexpected situations/requests.
* Experience with developing and maintaining a database and ongoing database management (Orbis).
* Experience with employer outreach and maintaining confidentiality of sensitive information.
* Proficiency in the use of Microsoft Office, especially Outlook and Excel.
* High level organization and time management skills; ability to prioritize work.
* Must be able to carry out a client service approach and be able to balance tasks with frequent interruptions and requests for assistance.
* Excellent oral and professional written communication skills.
* Effective organizational and interpersonal skills; ability to work independently and as part of a team.
* Accuracy and attention to detail in collecting information and preparing documents and reports.
* Ability to work in an environment where diversity of people and situations are encountered.
* Demonstrated ability to work as part of a small team and collaborate with community and university partners.
* Self-starter with ability to work independently.