#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Careerspace Coordinator

**Job Number:** A-471 | VIP: 1918

**Band:** OPSEU- 8

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

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  June 12, 2023

#### **Job Purpose:**

Reporting to the Director of Careerspace and collaborating closely with members of the TEX Advanced Learning Centre and the Trent Durham campus, the Careerspace Coordinator develops and instructs targeted career programming to ensure that TEX Advanced Learning Centre and Durham campus students and alumni are career and workforce ready. This includes collaborating with campus partners, academic units and departments, and student service groups to create engaging workshops based on curricular objectives. The Advisor meets 1:1 with students, with an equity, diversity, and inclusion lens, to support their job search and career development and advise on best practices for resume, cover letter, LinkedIn, interview preparation, and job search strategies. The Careerspace Coordinator serves community partners by responding to their recruiting needs, offering them access to mature, skilled and energetic students, and coordinating the hiring or placement process. In addition, this role will work closely with the Careerspace team to support various aspects of the Co-op programming at the Durham GTA campus.

#### Key Activities:

##### Career Development Programming & Instruction

1. Advises and coaches TEX Advanced Learning Centre and Durham campus students on the career planning process through individual counselling/coaching, drop-in sessions, workshops, resource development and other services.
2. Liaises with Trent departments, faculty, student groups to develop and deliver targeted career related programming to students ensuring career and workforce readiness.
3. In collaboration with Trent International staff, develops key resources related to immigration and international work permits as many of the TEX students will be international.
4. Research current trends relevant for academic units to create materials that are suitable for curriculum, the labour market, and emerging job search strategies.
5. Without a standard process or template, develops customized discipline-specific career and job search readiness workshops.
6. In collaboration with other Trent staff members, develops and reviews course curriculum as it relates to experiential learning and career development.
7. Develops resources and guides for synchronous and asynchronous instruction.
8. Advises Careerspace staff members on the development of new career and workforce readiness programming for students and alumni seeking employment; supports with program and workshop facilitation as required.
9. Working with the Trent International team, stays up to date on immigration laws pertaining to international students’ ability to work in Canada.

##### Individual Career & Employment Advising

1. Ensures that Trent students are career-ready to aid in the maximization of post-graduation employment statistics, and positively impact retention, reputation and funding sources.
2. Advises students and alumni with career exploration and employment preparation activities.
3. Meets with students (individual/groups) for resume/cover letter/LinkedIn critiques and interview preparation.
4. Provides help and advice in a range of ways, including face-to-face meetings such as drop-in clinics, career conversations, and guidance interviews in-person, or remotely.
5. Upholds the positive reputation of Trent students and alumni among employers locally and abroad with high-quality career and workforce readiness activities.
6. Research relevant career information for the purpose of updating resources and informing students; Researches and analyzes current and projected labour market data in a wide range of disciplines; make recommendations according to findings.
7. Develops career & employment resources (i.e. Tip Sheets, Degree Sheets, Instructional videos); Maintains a list of current and appropriate online career development resources for referral to students.

##### Employer Outreach & Event Coordination

1. Actively search for prospective career opportunities and engage in employer outreach to increase job opportunities for students.
2. Outreach to employers that are local, across the GTA, and beyond with information about our Trent graduates and the benefits of hiring a Trent student.
3. Collaborates with the Workplace and Partnership team at the Durham campus to develop partnerships with external organizations to host students for experiential learning opportunities and employ them during and after their Trent academic program.
4. Identify and arrange for employers to recruit graduating students.
5. Represents and presents on behalf of Careerspace in university-wide and departmental initiatives for student services and support.
6. Works with EL team to plan and execute all events run through Co-op, Careers & Experiential Learning, including, but not limited to: the Career & Experience Expo, Graduate and Professional School Expo, Volunteer Fair, Celebration of Research and Community Appreciation events; Promotes events through in-class and online presentations and preparatory workshops.
7. Assists with institutional recruitment and retention efforts by participating in internal and external events (such as open house, tours plus, OUF etc).
8. Coordinates and provides support to special projects as required.

**Co-op Programming Support**

1. Prepares marketing strategy to increase the number of work placement opportunities.
2. Conduct in-person marketing visits, telemarketing, and email or direct-mail campaigns with potential employers across all levels of the organization, including senior executives, line managers and human resources representatives.
3. Guide and support students on job search strategies and career information through individual appointments.
4. 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.
5. Support and advise students on all aspects of progressing through the Co-op program.
6. Conduct meetings with individual students and their managers to monitor quality of positions and satisfaction of both parties.
7. Coordinate the review and evaluation of student assignments.

**Student Experience Portal System Administration**

1. Ensures optimal leverage of Orbis site features within Careerspace and external departments in their use and configuration of modules.
2. Assists with the management of the Trent Job Board. This includes making updates to job posting forms and modules for ease of use and clarity, marketing and communicating with prospective employers, updating and maintaining the Board, identifying fraudulent postings, providing technical support to staff and employers, creating usage reports, and referring job postings to prospective departments and students.

##### Administration

1. Responsible for hiring and supervising student staff. This includes reviewing résumés, arranging, and conducting interviews, making job offers, completing all necessary paperwork, and delivering orientations for all Careerspace student staff.
2. Provides direction and training to student staff and student volunteers.
3. Develops surveys for evaluation of appointments and workshops using Qualtrics to ensure effective career programming and services.
4. Reviews statistics and surveys for planning and assessment of services.
5. Maintains and compiles statistics on attendance/participation for Careerspace appointments, workshops, and walk-ins.

**Other Duties**

1. Responds to inquires and provides information to internal and external clients/customers.
2. Support and promote experiential learning within the institution and to community partners.
3. Flexible work schedule, including evenings and weekends.
4. Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 year).
* Certified Career Development Practitioner.

#### Experience/Qualifications Required:

* Three (3) years’ experience in a co-op, careers and experiential learning setting required. Experience working with international populations and navigating international work permits an asset.
* Superior verbal and written communication skills, and the ability to interact effectively and constructively with a wide range of stakeholders, including community partners, faculty, staff, and students.
* Knowledge of career and employment resources, labour market information and immigration laws
* Must possess a diversity of interpersonal skills to deal with the wide range of student perspectives.
* Excellent discipline-specific knowledge of job search strategies, resume and cover letter writing techniques, and interview preparation skills.
* Ability to work with minimal supervision.
* Strong research and analytical skills.
* Proven facilitation and public speaking skills.
* Excellent marketing and promotion abilities**.**
* Demonstrated ability to work as part of a small team.
* Ability to instruct in individual and in-class group settings, explaining material ranging from basic writing skills to skill and interest identification and articulation, and targeted resume and cover letter writing.
* Strong organizational and professional communication skills.
* Proficient in the use of computer applications such as intermediate level MS Office (Outlook, Word, Excel, Access, PowerPoint, SharePoint), Drupal, and Orbis
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Ability to maintain confidentiality.

#### Supervision:

* Supervise and direct the activities of student employees.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Researches and analyzes current and projected labour market data to maintain a thorough understanding of trends in a wide range of disciplines; make recommendations according to findings
* Collaborates with campus partners, including academic departments and support services to identify student needs for career-related instruction and develop programs to support success in various forms across the university.
* Develops customized discipline-specific career and job search readiness workshops for professional practice courses and for placement, practicum, co-op and other EL preparation courses.
* Develops surveys; reviews statistics and survey responses for planning and assessment of services.
* In collaboration with other Trent staff members, develops and reviews course curriculum as it relates to experiential learning and career development.

##### Decision Making

* Creates workshops that are in line with curriculum and beneficial for students with minimal direction, standardized process or template to ensure customized and current materials.
* Advises students with career exploration and employment preparation activities, focusing on summer, part-time and post-graduation employment; ensures that students who identify with underrepresented groups receive appropriate supports

##### Impact

* Upholds the positive reputation of Trent students and alumni among employers locally and abroad with high-quality career and workforce readiness activities.
* Ensures that Trent students are career-ready to aid in the maximization of post-graduation employment statistics, and positively impact retention, reputation and funding sources.
* Maintains a strong reputation for Trent University and Careerspace among high profile employers and government bodies.
* Impacts students’ mental health and wellbeing by making appropriate referrals to services and supports, and supporting 1:1 with career and job search readiness

##### Responsibility for the Work of Others

* Responsible for hiring and supervising student staff. This includes reviewing résumés, arranging and conducting interviews, making job offers, and completing all necessary paperwork.
* Develops and delivers orientations for all Careerspace student staff.
* Provides direction and training to student staff and student volunteers.

##### Communication

* Meets with students for individualized instruction and advising, requiring motivational interviewing skills
* Liaises with employers who are interested in recruiting Trent students and alumni, or participating in events
* Liaises with Trent departments, faculty, staff and student groups to develop and deliver targeted career programming that supports curricular objectives
* Main point of contact for departments who use the Student Experience Portal for appointments (e.g. Academic Advising, Academic Skills, etc.); responsible for troubleshooting technical issues and assisting with module reconfiguration to meet changing needs of departments.

##### Motor/ Sensory Skills

*Motor Skills:*

* Fine Motor Skills - Data entry via keyboard, mouse, scanner
* Dexterity – Word processing, calculator

*Sensory Skills:*

* Hearing - Responding to student, faculty and community queries
* Sight - Reading various reporting data

##### Effort

*Physical:*

* Long period of sitting at a desk answering emails, entering data and meeting with students, staff, faculty and community members.
* Visual attention and mental concentration
* Presenting to a group for extended periods of time

*Mental:*

* Multiple competing demands and deadlines
* Meeting requirements of different academic units, and developing multiple materials suited to different disciplines
* Long periods of visual attention and sustained concentration - Input and verify accuracy and completeness of various types of data, compiling information from various media into database with frequent interrupts.
* Ability to self-regulate under stressful and demanding circumstances.

##### Working Conditions

*Physical:*

* Fatigue – At certain times of the year, weekly evening work is required (e.g. throughout fall semester for professional development and placement preparation courses); Events occurring evenings and weekends
* Fatigue - frequent interruptions, continuous re-prioritization of work

*Psychological:*

* Constant interruptions - Walk in (students, faculty, public), telephone calls and emails
* Meeting departmental scheduling requests and developing materials to support curriculum objectives
* Anxious students – Students dealing with the stress of graduating without employment or clear career goals, or applying to graduate studies with tight deadlines
* Supporting students who are struggling with mental health issues or heightened stress and anxiety
* Stress Resolution - Picking up on emotional stress of coworkers to alleviate a potential situation
* Multiple competing demands - Nature of the work results in unavoidable busy periods.
* Confidentiality - Working with sensitive academic/student situations