**Department of Human Resources**

**OPSEU Job Description**

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

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

**NOC:** 1221

**Band:** 9

**Department:** School of Business

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

**Last Reviewed:** June 15, 2022

**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**

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| ***Undergraduate Placement/Internship/Co-op Programs – Agency Support, Student Support and Planning****;*1. The Department Coordinator operates from a solid understanding of placement, internship and co-op safety and academic requirements. She/he initiates the contracts required between Trent University and the host agency. Negotiates, reviews and maintains affiliation agreements/work education agreements with host sites and acts as a liaison for legal liability, confidentiality, insurance coverage, WSIB, health and safety and authorized signatures. Consults with university legal counsel and risk management as needed.
2. Develops and maintains database of all placement, internship, and co-op sites and contact persons.
3. Liaises with Careerspace, Risk Management, Academic Advising, Trent International, Academic Skills, Student Accessibility Services, the Registrar’s Office and other student services.
4. Receives and reviews placement, internship, and co-op interest requests and questions from students and agencies.
5. Counsel students about placement and internship opportunities in fourth year that match their interests and aspirations, assists students with making informed choices about their internship or placement requests. Counsel Co-op students, all of whom are direct entry, on courses and work terms as they progress through program.
6. Liaises with agencies and organizations and students to confirm details of placement, internship, and co-op matches and student/instructor orientation and onboarding processes.
7. Reviews placement and internship student applications.
8. Guides all students through resume, cover letter, and interview preparations. Conducts in-person advising appointments and advises on additional resources, if necessary.
9. Conducts promotional presentations (in class, remote and at Trent events) to promote the programs.

***Administers the Business Placement Program in Peterborough;***(3 cycles, Sept., Jan., and May). Placements are a part time learning opportunity with a local agency. Develops and maintains Blackboard pre-placement site, coordinates matching process and student interviews, all pre and post communication with both students and company supervisors, updates and tracks all relevant paperwork re health and safety, paid or unpaid, remote or in-person, confidentiality, employment training modules, and student consent. Develops and maintains Field Placement Handbook for use by supervisors and students. All onboarding preparation for students to begin their placements (immunizations, police checks, etc.). Works with Durham Placement Coordinator around timetabling, overlap with agencies and student promotion. ***Administers the Business Internship Program****;* Internships are six, eight, or twelve months in duration, are full time paid positions that begin in January and are a break in studies. Internships can be anywhere in Canada. Develops and maintains Blackboard pre-internship site, coordinates postings, all pre and post communication with both students and company supervisors, updates and tracks all relevant paperwork re health and safety, confidentiality, employment training modules, and student consent. Develops and maintains handbook. All onboarding preparation for students to begin their internships (immunizations, police checks, work permits etc.). Organize the final debrief session after completion of the internships. A second internship cycle is scheduled that will have students beginning their employment in September. ***Administers the Business Co-op and Accounting Co-op;***Limited enrolment, Honours degree program with study terms and 3 paid work terms. Coordinated by the School of Business and in partnership with Trent Careerspace. Work terms are four months in length, are full time paid employment and can be anywhere in Canada. Develops and maintains Blackboard pre-co-op site, coordinates postings, all pre and post communication with both students and company supervisors, updates and tracks all relevant paperwork re health and safety, confidentiality, employment training modules and student consent. Develops and maintains handbook. All onboarding preparation for students to begin their co-ops (immunizations, police checks, work permits etc.) Organize the final debrief session after completion of the work terms. Updates ORBIS student record for their experiential learning transcript once placements, internships and co-ops are confirmed. Works closely with the Faculty Coordinator around student issues while out on placement, internship or co-op work terms and the performance evaluation for the course (placement/internships for credit) or each work term (co-op not for credit).***Host Company Site Outreach and Relationship Building****;* 1. Working with the Director and Faculty Coordinator, develops annual outreach plan to meet posting targets for placements, internships and co-ops. Outreach to new and current sites to explain the different opportunities and persuade them to host positions. This includes in person visits, as well as phone, email or zoom appointments. Outreach consists of the recruitment of new hosts as well as fostering and maintaining the relationship with current sites to persaud them to post opportunities on a regular basis. Mend relationship with host site when poor student performance hurts the association.
2. Guides host company sites through the creation of job postings, the options for in-person or remote work hours, the student matching cycle, company information sessions, interviewing, ranking and tracking offers and acceptances and all risk forms. Ensures postings meet academic course requirements.
3. Conducts company site visits as required as part of due diligence for risk management procedures, university policies for new hosts and student performance.
4. Attends professional networking events to promote and raise awareness of the programs.
5. Understands and interprets the established guidelines, procedures, and processes for the placements, internships and co-opsin order to accurately direct and advise students and host company sites, and to ensure the integrity of the programs.
6. Acts as key point of contact for School of Business placements, internships, and co-ops for students, faculty, staff, and companies. Advises on best practices relevant to experiential learning. Develops policies and procedures for partners and students to meet requirements and responsibilities.
7. Ensures that information for placements, internships and co-ops are up-to-date online and in other recruitment materials.
8. Organizes and runs events such as placement and internship information sessions, student interview sessions ,booths at career fairs, student and company recognition events and other on-campus events.
9. Maintains records for all program information, compiles statistics and prepares content for reports. Solicits student testimonials.
10. Obtains feedback/conducts surveys from employers, students, and partners to inform recommendations for improvements to the programs and processes.
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| ***Advisory Responsibilities;***1. Is responsible for all ADMN/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) as well as post graduate certificates on both campuses.
2. 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).
3. Reviews student records and provides advice and guidance about completing your business major, your specialization and the university degree requirements. Advise students on academic requirements for Post-Graduate Certificate Programs in Business (HRM, Marketing & Entrepreneurship, and Dual certificates). Handles all Departmental academic queries. Provides orientation advise to new Trent students around course election, the visual schedule builder and registering in courses. Advises students on add deadlines, drop deadlines, letter of permission, and option if having difficulties completing course work.
4. Liaises with College Academic Advisors, Trent International and with other university departments that provide student assistance and refers students to various university resources or opportunities if needed.
5. Is responsible for determining acceptance into all ADMN courses on both campuses. Maintains tracking list of waiver requests. Coordinates pre-requisite waivers for the post graduate certificates. Monitors enrollment in classes and liaises with the Scheduling Office on both campuses on student enrollment issues. Problem solving timetabling conflicts, and waitlists.
6. Develops and edits Academic Planning Sheets for students (BBA single major, HBA/HBSC Joint-major, for each specialization, etc.). Posts on Business website on both campuses and shares widely across the School of Business course Blackboards and newsletters. Visits courses to talk about academic planning, course selection and changes to requirements for major.
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| ***Course Timetabling Enrollment Management and Planning****;*1. 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 Schedules Business post graduate certificates (such as Human Resources, Marketing and Accounting).
2. 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.
3. Liaises with Registrar’s Officef in both Peterborough and Durham on scheduling requirements, sequencing, and options
4. Monitors enrollment in classes and liaises with Registrar’s Office and Scheduling on student enrolment issues. Monitors waitlists and limited enrolment courses. Approves pre-requisite waivers. Maintains database of course offerings and enrollments and prepares long-range forecasts of course demand for use by the Director in program planning. Calculates estimated enrollment projections for upcoming academic year, and maps out course availability to ensure various academic requirements in the program are possible for student schedules (courses for major, each specialization, and post graduate certificate courses are all offered and balanced per term per campus, required and elective specialization courses do not conflict etc.)
5. Maintains database of equipment and facility needs for courses, preferences of faculty, etc.
6. Monitors course enrolment projections and changes to Staffing Plan, creates various reports using IRIS student reporting software (i.e. enrolment trends, class section enrolment tracking).
7. Organizes timetable data for each campus in DCU timetabling software, screens for potential scheduling conflicts and works closely with the Scheduling Officers throughout the academic year in regarding to scheduling, enrollment monitoring, and trouble-shooting any scheduling issues for both Peterborough and Durham.
8. Facilitate transfer credits and assist with affiliation agreements.
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| ***Policy and Procedures****;*1. Develops and maintains Departmental Academic Policy Manual for use by faculty and staff.
2. Contributes to Calendar Copy review and editing, ensures that Academic Planning Sheets are accurate and up-to-date and reflect any recent policy changes.
3. Sits on the Departmental Curriculum Committee, Awards Committee, Program Committee and other committees as required.
4. Sits on University committees (EL Working Group, Advising Working Group etc.) and other subcommittees as required.
5. Assists with development of new program initiatives.
6. Provides support for other Department committees (research services such as comparisons with curriculum at other universities, data on majors, relationship between grades in particular courses and subsequent performance, ethics, etc.).
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| ***Communication and Public Relations****;*1. Edits student handbook and other promotional material. Attends Open Houses and other recruitment events.
2. Provides content updates for Departmental website on both campuses and writes articles for weekly School of Business newsletter.
3. Assists with Departmental events such as CEO in Residence, Life After Trent, and Awards Ceremony.
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| ***Other duties as assigned*** |  |

**Education**

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

**Experience Required**

1. Minimum of three years’ experience with placement/internship, cooperative education or other experiential education program that includes student advising is required.
2. Experience with Peterborough area businesses and professional communities required.
3. Excellent interpersonal and communication skills, especially written and presentation skills.
4. Experience with facilitation and small group management.
5. Knowledge of experiential learning theory and practices and university risk management policies
6. Experience with program coordination.
7. Self-starter with ability to work independently.
8. Ability to adapt to emerging technologies and new software. Strong computer skills especially Microsoft Office.
9. Able to be flexible with working hours and ability to travel with access to a vehicle.
10. Excellent writing/research/editing and organizational skills with demonstrated skills requiring sound professional judgement, problem-solving, policy interpretation, accuracy and attention to detail.
11. Demonstrated time management skills with the ability to work accurately and effectively in stressful conditions with competing deadlines, tight deadlines, frequent interruptions and changing priorities.
12. Demonstrated planning skills to coordinate his/her own work and that of others and the ability to work co-operatively, exercising tact and diplomacy with various university and community stakeholders.
13. Strong writing, editing, evaluation and feedback skills and experience.
14. Knowledge of the Trent community, academic programs and student services.
15. Knowledge of the Peterborough and area community across multiple sectors.
16. Strong financial management skills.

**Supervision (RWO)**

**Direct** - Lead hand to Placements, Internships and Co-ops Assistant (OPSEU position) Training, guiding, assigning work, and checking for accuracy.

**Indirect** - students

**Job Evaluation Factors**

**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