#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Career Resource Advisor

**Job Number:** A-155 | VIP: 1287

**Band:** OPSEU- 8

**NOC:** 4033

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

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  September 26, 2022

#### **Job Purpose:**

Reporting to the Director of Careerspace, and collaborating closely with university partners and students, the Career Resource Advisor develops and instructs targeted career programming to ensure that Trent 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 Advisor liaises with Trent departments using the Student Experience Portal (Orbis), manages the Trent Student and Alumni Job Board, troubleshoots technical issues, configures new and existing modules for optimal system leverage, and manages the user database. The Advisor is also responsible for hiring, training and supervising Careerspace student staff, supporting with event coordination and execution, representing Careerspace in various university-wide working groups, and the development and maintenance of career-related resources in line with researched and analyzed current market trends.

#### Key Activities:

##### Career Development Programming & Instruction

1. Liaises with Trent departments, faculty, student groups to develop and deliver targeted career programming (i.e. in-class presentations).
2. Researches current trends relevant for academic units to create materials that are suitable for curriculum, the labour market, and emerging job search strategies
3. Without a standard process or template, develops customized discipline-specific career and job search readiness workshops for: professional practice courses; placement, practicum, co-op and other EL preparation courses; Trent departments requesting skill upgrading for student candidates prior to hiring; student support services such as SAS and Trent International; and other units as required
4. In collaboration with other Trent staff members, develops and reviews course curriculum as it relates to experiential learning and career development.
5. Develops resources and guides for synchronous and asynchronous instruction.
6. 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.

**Student Experience Portal System Administration**

1. Acts as the Orbis “Superuser,” maintaining complete access to all Orbis functions and permissions, in order to effectively troubleshoot issues, configure modules internally and externally, and communicate software upgrades.
2. Responsible for the following Orbis system functions: configuring appointment, job board and other modules, managing staff and employer account access, assigning roles and permissions, troubleshooting technical problems, and teaching faculty, staff and students how to use the system.
3. Main point of contact for departments who use Orbis for appointments (e.g. Academic Advising, Academic Skills, Student Affairs, etc.); responsible for technical support and assisting with system changes to meet evolving needs of departments.
4. Ensures optimal leverage of Orbis site features within Careerspace and external departments in their use and configuration of modules.
5. Meets regularly with Orbis representatives to troubleshoot technical issues, reconfigure modules, and ensure maximized leverage of available site functions. Represent Careerspace and other internal departments and troubleshoot, communicate issues, and submit tickets as they arise.
6. Manages the Trent Job Board. This includes: making updates to job posting form and module 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.

##### 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 (many of whom identify with underrepresented groups, or who have barriers to employment, such as Indigenous, racialized, and 2SLGBTQ+ students and students with disabilities) with career exploration and employment preparation activities, focusing on summer, part-time and post-graduation employment.
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. Researches 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.
8. Maintains third-party resources on the Careerspace website (e.g. TypeFocus, Career Cruising, My World Abroad).

**Special Project & Event Coordination**

1. Co-ordinates the CBC Radio Peter Gzowski Internship Program, including organizing the Selection Committee, liaising with CBC to ensure a smooth hiring process and high-quality applicants, marketing the program at Peterborough and Durham campuses, and coordinating the process for collecting and sending applications to the committee.
2. Coordinates the Summer Employment Opportunities program for student staff funding; markets funding program to departments, collects and reviews applications, and selects top applications to send to MCU for review.
3. Represents and presents on behalf of Careerspace in university-wide and departmental initiatives for student services and support.
4. 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.
5. Assists with institutional recruitment and retention efforts by participating in internal and external events (such as open house, tours plus, OUF etc).
6. Coordinates and provides support to special projects as required.

##### 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. Supervises the student staff that serve as front-line reception and telephone reception for Careerspace and TCRC.
4. Develops surveys for evaluation of appointments and workshops using Qualtrics to ensure effective career programming and services
5. Reviews statistics and surveys for planning and assessment of services.
6. 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. Identify and arrange for employers to recruit graduating students.
3. Flexible work schedule, including evenings and weekends.
4. Other duties as assigned.

#### Education Required:

* 4-year Honours Degree required; completion of a Career and Work Counsellor Diploma or Career Development courses an asset.

#### Experience/Qualifications Required:

* Three years’ experience in career and employment advising required.
* Must possess a diversity of interpersonal skills to deal with the wide range of student perspectives.
* Knowledge of career and employment resources and labour market information
* 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:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

*Indicate degree of complexity or difficulty of thinking and reasoning required by the job. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* 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.
* Responsible for all technical concerns relating to the Student Experience Portal (Orbis) (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).
* 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.
* 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

*Indicate the degree of freedom to exercise initiative or act independently in making day- to-day decisions. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* 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
* Ensures optimal leverage of Orbis site features within Careerspace and assists external departments in their use and configuration of modules.
* Coordinates the Summer Employment Opportunities program for on-campus student staff funding; collects and reviews applications, and selects top applications to send to the Ministry of Colleges and Universities for review.

##### Impact

*Indicate the impact or consequence to the department or University of typical actions or decisions taken by the job incumbent. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* 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 throughout coordination of CBC Radio Peter Gzowski Internship program and MCU’s Summer Employment Opportunities funding program
* 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

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

* 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.
* Supervises the student staff that serve as front-line reception and telephone reception for Careerspace and TCRC.

##### Communication

*Indicate the title(s) of individuals internal and external to the University that the incumbent communicates with on a regular basis. Provide a brief description of the purpose for communicating with these individuals*

* Liaises with Trent departments, faculty, staff and student groups to develop and deliver targeted career programming that supports curricular objectives
* There have been fewer 1:1 appointments, and more group workshops than previous years. For example, in the fall of 2021, there were more than 2x the number of workshops completed by the Career Resource Advisor than in the previous year in total (this was not affected by the pandemic as workshop numbers stayed consistent with pre-pandemic in 2020). Communication skills for facilitating in a group dynamic must be strong as this is now a core duty of the role.
* 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.
* Communicates with high profile employers and government bodies throughout coordination of CBC Radio Peter Gzowski Internship program and MCU’s Summer Employment Opportunities funding program
* 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

##### Motor/ Sensory Skills

*Indicate the level of proficiency or precision in motor or sensory skills required by the job. Examples include but are not limited to: small/large movement to operate machinery; coordinated movement; equilibrium to maintain balance; dexterity to grasp, move, assemble objects or operate equipment; hearing, sight, touch, smell, taste. Provide a brief description of tasks performed that require motor/sensory skills.*

*Motor Skills:*

* Heightened level of accuracy required with Orbis technical responsibilities (module configuration, technical issue troubleshooting, etc.)
* 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

*Indicate the physical and/or mental demands of the position in the ordinary course of performing the role. Examples include but are not limited to: lifting, moving, carrying, pushing/pulling, reaching, kneeling, remaining motionless, sustained concentration or focus. Provide a brief description of the tasks performed that are physically and/or mentally demanding.*

*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

*Indicate any physical and psychological conditions of the position that make the job unpleasant, disagreeable and/or hazardous to health and well-being. Describe the nature, frequency and duration of exposure.*

*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