#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Experiential Education Coordinator

**Job Number:** A-468 | VIP: 1910

**Band:** OPSEU- 7

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

**Supervisor Title:** Director, Careerspace

**Last Reviewed:**  May 29, 2023

#### **Job Purpose:**

Under the supervision of the Director, Careerspace the Experiential Education Coordinator will lead a special project funded through iHub CEWIL in experiential learning and assist with the creation of new micro-credentials. Taking the lead role in coordinating and responding to ongoing project matters while problem solving and maintaining positive working relationships between a variety of contacts within the University (faculty and students and Admissions), in combination with external partners (iHUB CEWIL, Elders and community partners). This includes acting as the iHUB project lead and point of contact, administering student surveys for reporting and completing all necessary documentation and reports for iHUB.

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

#### Key Activities:

##### iHUB Program Facilitation & Administration

1. Lead and coordinate the development and implementation of experiential learning project for a land-based learning camp.
2. Act as a first point of contact for iHUB CEWIL, faculty, staff and students for the experiential education project.
3. Complete and submit the Student Data Report, Final Activity Report, Transaction Detail Report, Budget Report of Actual Spending and Partner Contribution Confirmation Report, and Project Attestation Report to iHUB CEWIL within 30 days of project completion.
4. Conduct targeted outreach to under-represented students in a purposeful manner with the intention of creating an inclusive and accessible learning opportunity. Providing support to ensure accommodations are met for students that may require them to participate in the experiential learning opportunity
5. Responsible for arranging transportation, accommodations, and meals for the land-based camp. Supporting faculty with any recreational activity bookings needed.
6. Facilitate information sessions for students about the course and coordinate the necessary room bookings and supplies.
7. Development of materials, resources and online tools to assist at-risk and under-represented students and their parents/families in ensuring student success in the experiential learning project and course.
8. Develops grant proposals and works with the experiential learning team to secure funding for continued experiential learning opportunities for students.
9. Support and promote experiential learning within the institution and to community partners,
10. Remain current in emerging experiential learning theory and practice, such as service learning, work integrated learning, and community-based research,
11. Attend and participate in on-campus fairs, events, and other recruitment activities as a member of the Careerspace team.
12. Other duties as assigned.

##### Student Support

1. Meets with students individually and communicates via email to provide support before and after the land-based camp. Providing guidance and refers students to relevant university services as needed.
2. Facilitate workshops prior to the course in partnership with Faculty on course expectations and preparation.
3. Direct support and supervision of students while on the land for the experiential project and course including overseeing transportation, accommodations, and recreational activity planning and execution.
4. Tracks student participation in programming; develops and implements needs assessment, program assessment and outcome assessment tools to gauge programming effectiveness and to revise as needed.
5. Administer student survey and collect feedback from students on the course for iHUB and Trent.

##### 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:

* Honours Bachelor’s Degree (4 year).

#### Experience/Qualifications Required:

* Minimum two (2) years of experience in community engagement and administrative work in a busy environment with a diversity of people and exposure to unexpected situations/requests.
* Excellent cross-cultural communication skills (verbal and written); ability to communicate information in a clear, consistent and courteous manner.
* Extensive knowledge of, and ability to collaborate and liaison with Indigenous students, and local First Nations and Indigenous community organizations.
* Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism will be an asset.
* This position requires an outgoing and sincere personality, a high level of energy, and superior skills in customer service.
* 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.
* Demonstrated ability to work as part of a small team and collaborate with community and university partners.
* Self-starter with ability to work independently.
* Must be available to work on weekends and evenings, including a weeklong field trip and be flexible and responsive to working on an event or activity with short notice.