#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Placements, Internships and Co-ops Liaison

**Job Number:** A-445 | VIP: 1749

**Band:** OPSEU-7

**Department:** School of Business

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

**Last Reviewed:**  October 25, 2023

#### **Job Purpose:**

Reporting to Director of the School of Business, and under the guidance of the Department Coordinator, the Placement, Internship and Co-op Liaison performs a range of administrative services related to the placement, internship and co-op programs as well as providing introductory course planning and academic advising. This includes communicating with agencies and students as well as recognizing and solving problems. Tasks vary from reviewing student applications, recruiting agencies, editing job postings, liaising with students, and creating and updating blackboards and databases to ensure students meet all academic & health and safety requirements prior to starting all placements, internships, or co-op work terms.

#### Key Activities:

##### Placement, Internship and Co-op

1. Under the direction of the Department Coordinator, manage day to day administrative operations for placements, internships, and co-op work terms.
2. Counsel students about placement, internship, and co-op work term opportunities, answering questions, setting up individual appointments.
3. Maintains, enters, organizes, and tracks student applications and job postings into the databases and Blackboards in collaboration with the Department Coordinator.
4. Outlines program requirements and provides support to students throughout their placement, internship, and co-op work term job searches.
5. Receives and reviews placement, internship and co-op requests and questions from agencies.
6. Updates, prepares and distributes appropriate forms and request sheets to students and agencies.
7. Supports with student preparation for resumes, cover letters, and interviews.
8. Actively searches for new agencies/employers, pitches the School of Business experiential learning opportunities, aides host agencies to determine the best opportunity for them from the School of Business or other Trent experiential learning options and acts as first point of contact for employers and engage in promotion of the opportunities as well as answer any questions.
9. One on one conversations to guide host agencies and students through the matching cycle including job posting, company information sessions, interviewing, ranking, and tracking offers and acceptances and all risk management forms.
10. Conducts on-site company visits as part of due diligence for work positions, when required.
11. Maintains complete records and non-record filing systems for all required documentation.
12. Notifies students of non-academic requirements of responsibilities such as confidentiality forms, certification of health and immunization requirements, additional agency-specific health and safety requirements, orientation, and employment training certificates.
13. Maintains a tracking system to ensure requests are finalized in a timely manner, by completing follow-up outreach to placement hosts and students as required.
14. Onboard students to begin their placement, internship, or co-op work term experiences.
15. Inputs confirmed placements and internships into the Student Experience Portal (SEP) (Orbis).
16. Utilize the SEP to post coop jobs, support employers with setting up their accounts, and posting their co-op jobs, uploading co-op risk management forms, completion of co-op work term evaluations, and supporting co-op students with job searches and interviews in this module.
17. Completes clearance letters for students Police Record Checks.
18. Participates and assists with the planning and organizing of information sessions, and other related events.
19. Liaises with course instructors to arrange and conduct in-class visits & presentations on program specific placement and internship opportunities and expectations.
20. Collects and compiles student testimonials on their completed experiences and other statistical information as required.
21. Assists with surveys/feedback from agencies, students, and faculty to inform recommendations for improvements to the program and processes.
22. Maintains a high level of professionalism when working with students, campus staff or external contacts to the University and acts as an ambassador for Trent University.
23. Supports Department Coordinator on special projects on an ad hoc basis.
24. Liaises with Careerspace, members of the experiential learning working group, risk management and Durham Business placement staff.
25. Other related duties as assigned.

##### Advising

1. Advising BBA upper year students around course selection and planning. This includes promoting placement and internship opportunities for fourth year, explaining the differences, and guiding them through the process.
2. Assisting new BBA students with registering in courses and creating a conflict free timetable and other new student orientation.
3. Assisting new and returning Post Graduate Certificate students around courses required in each term, pre-requisite waivers, and using the self-service registration system. Liaise with the AAA for Post Graduate Certificates (on the Durham campus) around consistent messaging across the two campuses. Acts as first point of contact for these students on the Peterborough campus. Works closely with Trent International.
4. Guiding co-op students through course selection, job searches and work terms.
5. Reminding all students about academic deadlines, and requirements for major, specialization and degree; referring the more complex advising issues to the Department Coordinator.
6. Responding to student emails or requests for in person or zoom appointments.

##### Social Media

1. Works alongside the AAA to manage social media accounts and update websites.
2. Promotes and provides information about the School of Business as well as placements, internships, and co-ops on campus and through digital mediums.
3. Assists with open houses and other recruitment events including employer information sessions.

#### Education Required:

* Honours Degree (4 year) in relevant field such as Business Administration.

#### Experience/Qualifications Required:

* Two years of administrative experience.
* Proficiency in the use of Microsoft Office and ability to adapt to emerging technologies and new software.
* Excellent English, oral and professional written communication skills.
* Excellent organizational skills and problem-solving skills with strong attention to detail.
* Maturity, good judgement, tact, and the ability to maintain confidentiality.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, frequent interruptions and changing priorities.
* Effective interpersonal skills; ability to work independently and as part of a team.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

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

##### Analytical Reasoning

*This position requires analytical reasoning to choose the most appropriate course of action from among a variety of possible methods, processes and solutions within limits defined by standard or established practice. For example, an agency may reach out asking about experiential learning opportunities and this individual will have to figure out if the job is best suited for a placement, internship, or co-op. Work planning occurs within defined time frames and may require adjusting plans and priorities to respond to changing circumstances. There will be competing deadlines with placement, internship and co-op matching often taking place during the same timeframe as well as advising. Postings will be cancelled with no notice and adjustments will need to be made.*

##### Decision Making

*Decisions are standardized but somewhat varied and adaptation is required: the employee receives occasional supervision in carrying out tasks that call for decisions beyond the scope of standard/established practice. For example, deciding which resumes are best suited for each placement posting, and reviewing postings to make sure our minimum standards are met as well, and risk management paperwork is acceptable.*

##### Impact

*Impact on the organization is typically confined to the work group or individual clients or service partners and would not extend beyond those immediately impacted: errors are detected by colleagues working in the same section but may affect the work of these colleagues in terms of the time required to trace the error and make necessary corrections. Attention to detail is key in maintaining the relationships with host agencies and students and may lead to a minor negative impact on the whole organization.*

##### Responsibility for the Work of Others

*No formal supervision*

##### Communication

##### *Internal*

##### *• Students – respond to questions ranging from course selection, placements/internships, dropping a course etc.*

##### *• Trent International Program – consults regarding registration for international students and access to courses*

##### *• Careerspace and other Placement/Internship Coordinators – current trends, recruitment of employers, risk management concerns*

##### *• Admissions & Recruitment – share and obtain relevant information concerning Open House events, prospective students, transfer credit pathways*

##### *External*

##### *• General Public – answers questions, refer to appropriate professors*

##### *• Parents/Future Students – provide general information regarding programs, as required*

##### *• Employers – in the recruitment of new placement/internship/co-op hosts as well in fostering the relationship to get them to continue as hosts year after year*

##### 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 and posting job placements into blackboards or databases*

*• Inputting, proof reading to verify accuracy and completeness of data, compiling information from various sources, database inputting, reviewing academic summaries*

*• Frequent interruptions*

*• Attention to detail and accuracy very important*

*• Ability to work under pressure*

*Physical*

*• long periods of sitting at desk on computer keyboarding or meeting with individuals*

*• 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 did not get their preferred placement agency or not able to graduate*

*• Multiple competing demands*

*• Time sensitive deadlines*

*• Disgruntled and angry students, parents, faculty, or host employers*

*• Frequent interruptions, fast paced job*

*• Confidentiality - working with sensitive student academic or partner agency information*

*• Repetition, placements offered fall, winter, summer, just finish one cycle then it’s time to start the next cycle*