#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Co-op Employer Liaison

**Job Number:** A-461 | VIP: 1893

**Band:** OPSEU-8

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

**Supervisor Title:** Manager, Work-Integrated Learning

**Last Reviewed:**  December 21, 2023

#### **Job Purpose:**

Reporting to the Manager, Work-Integrated Learning, the Co-op Employer Liaison will predominantly support the co-op programs run out of Careerspace and assist with supporting micro-credentials.

The Co-op Employer Liaison assists with the organization and execution of the work term process. The incumbent will outreach to employers who are local, throughout the GTA, across Canada, and even international for co-op work terms. This will involve making inroads with employers in local First Nations along with employers in the public service sector.

The incumbent will be responsible for creating work term forms and documentation, communicating with employers and community partners, and supporting employers with navigating the Co-op Module on the Student Experience Portal. It is expected that the incumbent provides timely service, maintains confidentiality, and uses diplomacy and tact regarding internal and external relations.

#### Key Activities:

##### Employer Outreach & Communication for Co-op Programs

1. Actively search for prospective co-op jobs and engage in employer outreach for the co-op programs run out of Careerspace.
2. Outreach to employers that are local, across the GTA, and beyond with information about our co-op programs and the benefits of hosting a Trent co-op student.
3. Host co-op employer information sessions and present about co-op programs to different businesses and community groups.
4. Act as a first point of contact for employers and engage in one-on-one in-person and virtual employer meetings to pitch the co-op programs, provide information about hiring co-op students, and answer employer questions.
5. Maintain employer information and log phone calls, e-mails, and general notes on the Experiential Learning System (ELS).
6. Stays informed about government supports for co-operative education, and keeps employers aware of these opportunities

##### Co-op on the Student Experiential Portal (Orbis)

1. Support employers with setting up their employer accounts on the Student Experience Portal (SEP).
2. Provide details on how to utilize the SEP to post co-op jobs, invite candidates for interviews, and complete work term evaluations.
3. Help employers to post their jobs on the Co-op Job Board on the SEP and support with any technical issues that may arise.
4. Work with employers to compile the necessary risk management information and co-op job contracts and upload on to the SEP.
5. Post, update, and ensure accuracy of co-op job postings as submitted by host organizations.
6. Liaise with Careerspace staff managing the Student & Alumni Job Board on the SEP to identify employers that have posted to the Student & Alumni Job Board who could be possible co-op employers and to move job postings from the Co-op Job Board to the Student & Alumni Job Board as needed.
7. Maintain and update the text guides and training videos for both co-op students and co-op employers on how to navigate the Co-op Module on the SEP.

##### Co-op Work Term Process

1. Support employers with exploring different funding avenues to hire co-op students including the Student Work Placement Program (SWPP), Canada Summer Jobs (CSJ), and Young Canada Works (YCW), and assist with the funding application process as needed.
2. Monitor the co-op workflow for employers during the work term process.
3. Liaise with employers as the main contact throughout the work term experience, providing support and guidance as needed by phone, e-mail, or through an in-person or virtual meeting.
4. Send out midterm evaluations and final evaluations to employers and upload completed evaluations to the Work Term Record on the Co-op Module on the SEP.
5. Conduct a site visit check-in with the co-op employer by phone, e-mail, or through an in-person or virtual meeting halfway through the co-op work term.
6. Follow up with employers at the end of the experience to thank them for hiring, gain further feedback to improve co-op processes, and assess if the employer would like to re-hire the student in future or post a position to co-op students in the future.
7. Create, maintain, and update work term documentation for employers.
8. Coordinate the tax credit letter process for co-op employers.

##### General Support for Co-op Programs

1. Support in the management of the Co-op e-mail and respond to all co-op inquiries from prospective students, current students, employers, and interested community partners in a timely manner.
2. Assist with information sessions for co-op students and training sessions for the Co-op Module on the Student Experience Portal and coordinate the necessary room bookings.
3. Articulate the value of co-operative education and the skills that co-op students bring to the workplace to internal departments, external employers, and community members with clarity, confidence, and passion.
4. Support the Co-op Coordinator – Team Lead with general co-op program management and coordination.
5. Attend and participate in on-campus fairs, events, and other recruitment activities as a member of the Careerspace team.

##### 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 department.
4. Assist in the development of new micro-credentials.
5. Act as the point of contact for the MyCreds Badge System, providing administrative control such as creating and deleting new or existing digital badges.
6. Administrate the MyCreds Badge System which includes input of micro-credential program/course descriptions, skills, earning criteria, and digital badge graphics.
7. Maintain digital records in SharePoint for digital badges issued and revoked to learners through the MyCreds platform.
8. Liase with micro-credential instructors and facilitators for content changes, website updates or other badge design creation and edits.
9. Provide administrative support for Trent Marketplace online store by creating micro-credential course/program listings, and accuracy of dates and descriptions are maintained.
10. Collaborate with Trent Marketplace management for feature changes or other configuration changes needed to ensure strong customer experience at checkout.

#### Education Required:

* Honours Bachelors Degree (4 years) with a discipline in the Humanities, Social Sciences, or Business required.
* Certified Career Development Practitioner (CCDP) designation preferred

#### Experience/Qualifications Required:

* Minimum two years of experience in community engagement, job developing, employer outreach, and/or recruiting with a diversity of people.
* Extensive knowledge of, and ability to collaborate and liaise with local First Nations and Indigenous community organizations.
* Excellent cross-cultural communication skills (verbal and written); ability to communicate information in a clear, consistent, and courteous manner.
* A strong understanding of Indigenous knowledge systems and First Nations community relationship building practices and protocols.
* Experience with developing and maintaining a database and ongoing database management (Orbis).
* Experience with job developing, employer outreach, and/or recruiting.
* Excellent and demonstrated marketing skills.
* Must be able to maintain confidentiality of sensitive information.
* Proficiency in the use of Microsoft Office.
* Strong organization, interpersonal, and time management skills; ability to prioritize work tasks.
* Accuracy and attention to detail in collecting information and preparing documents and reports.
* Ability to work in an environment where diversity of people and situations are encountered.
* Demonstrated ability to work as part of a small team and collaborate with community and university partners.
* Self-starter with ability to work independently.