#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Postgraduate Certificates and Placement Liaison

**Job Number:** A-498 | VIP: 1991

**Band:** OPSEU-7

**Department:** School of Business

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

**Last Reviewed:**  June 5, 2024

#### **Job Purpose:**

Reporting to the Director of the School of Business, and under the guidance of the Department Coordinator, the Postgraduate Certificates (PGC) and Placement Liaison is the first point of contact for PGCs on the Peterborough campus. This position performs a variety of administrative tasks, data analysis, and clerical duties related to the operation of postgraduate certificate programs. This position also performs a wide range of tasks related to the placement program. Placement tasks include communicating with agencies and students, 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.

#### Key Activities:

##### Postgraduate Certificates

* Assisting new and returning Business Postgraduate Certificate students around courses required in each term, pre-requisite waivers, using the self-service registration system, creating a conflict free timetable and orientation to Trent.
* Meets with students in person or via zoom to help with course registration.
* Liaise with the AAA for Postgraduate 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.
* Advises students on changing campuses or changing certificates.
* Manages ptbocerts email account by monitoring and responding to requests or forwarding to appropriate department.
* Communicate with students prior to arrival in Peterborough to assist with course registration and questions regarding Trent.
* Run pre-requisite waivers for new and returning PGC Peterborough students each term.
* Liaises with Trent’s Registrar’s Office regarding policy and procedural matters, scheduling, student records, and communicates confidential information about waivers, conditions, exceptions etc. with respect to certificate students.
* Works closely with Trent International to provide consistent messaging around orientation and arrival, and academic regulations.
* Tracks postgraduate certificate students across terms; checks academic summaries, and checks summer leave of absence.
* Assist students with course planning and how to finish their certificate if they have failed a course or taken a course out of order.
* Reminds students about academic deadlines (ie drop deadline) and applying to graduate.
* Works with the Department Coordinator around PGC timetabling and enrolment management on the Peterborough campus.
* Inform students of supports available at Trent and liaise with Off-campus housing, International Advising, and Academic Advising (for appeals) to support PGC students.

##### Placements

* Under the direction of the Department Coordinator, coordinates day to day administrative operations for placements.
* When meeting with community partners and potential new hosts, shares all School of Business experiential learning opportunities and explains differences between placements, internships, and co-ops. Also, works closely with School of Business Internship & Co-op Liaison to share agency contacts and guide employers to best experiential learning option.
* When meeting with students, shares all School of Business experiential learning opportunities (placements, internships, and co-ops), explaining the differences, answering questions, etc.
* Maintains database of all placement sites and contact persons.
* Receives and reviews placement requests and questions from students and agencies. Market and recruitment opportunities.
* Counsel students about placement opportunities in fourth year that match their interests and aspirations, assists students with making informed choices about their placement requests.
* Liaises with agencies, organizations and students to confirm details of placement, matches and student/instructor orientation and onboarding processes.
* Reviews placement student applications and advises on placement waitlist and course registration. Registers the students in respective placement courses and clears the waitlist.
* Maintains, enters, organizes, and tracks student applications and job postings into the databases and Blackboards
* Creates and maintains placement blackboard. Updates Placement Student Handbook. Reminds placement students about deadlines listed in the academic calendar.
* Provides support to students throughout their placement job searches.
* Receives and reviews placement requests and responds to questions from agencies.
* Updates, prepares, and distributes appropriate forms to students and agencies.
* Supports with student preparation for resumes, cover letters, and interviews.
* 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 Departments. Promotes experiential education.
* 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.
* Maintains complete records and non-record filing systems for all required documentation.
* Ensures all non-academic requirements of responsibilities are met such as confidentiality forms, certification of health and immunization requirements, additional agency-specific health and safety requirements, orientation, and employment training certificates.
* 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.
* Onboard students to begin their placement experiences.
* Completes clearance letters for student Police Record Checks and request letters from RO for international letters who need to apply for COWP.
* Participates and assists with the planning and organizing of student information sessions, and other related events including with employers.
* Liaises with course instructors to arrange and conduct in-class visits to promote placement opportunities.
* Collects student testimonials on their completed placement experiences and compiles statistical information as required.
* Liaises with Careerspace, members of the experiential learning working group, risk management and Durham Business placement staff.
* Work with the Faculty Coordinator, to provide guidance to students and employers to resolve issues such as performance problems, inappropriate job responsibilities and interpersonal conflicts.

##### Communications and Public Relations

* Monitors and updates the Business certificates and School of Business webpages for both campuses and manages social media accounts.
* Writes and distributes the Business Certificates newsletter to Peterborough PGC students.
* Represent School of Business at various institutional events including, but not limited to, Open House, Ontario University Fair, Orientation, general awareness events, etc.
* Assists with Departmental events such as CEO in Residence, Life After Trent, and Awards Ceremony.
* 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.

##### Other Duties

* Supports Department Coordinator on special projects on an ad-hoc basis.
* Other related duties as assigned.

#### Education Required:

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

#### Experience/Qualifications Required:

* Two (2) years of administrative experience.
* Knowledge of Trent University’s academic programs, principles of experiential learning and university risk management policies.
* 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.
* Able to be flexible with working hours. Access to a vehicle for occasional travel.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### 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, 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

* Direct – none
* Indirect – Assigns tasks to the TWSP student hired by the School of Business AAA

##### 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 regulations around study permits and work permits
* 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 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, proofreading 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
* 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.