

BCGEU POSITION DESCRIPTION

POSITION TITLE: Coordinator, Career Development Services

JOB NUMBER: 422

REPORTS TO: Director, Career Development Centre

INCUMBENT:

DEPARTMENT: Career Development Centre

DATE CREATED: October 2015

JOB CLASS: 14

DATE REVISED: August 2019

PRIMARY FUNCTION

The Coordinator, Career Development Services oversees the day-to-day administration of KPU's comprehensive career development programming strategy, providing resources and opportunities to encourage career exploration, assessment and employment-readiness. The role develops and delivers skills-based workshops and presentations, provides one-on-one guidance, and coordinates major KPU employer-student events. The Coordinator is responsible for leading and advancing career- and volunteer-service operations and functions in collaboration with various external and University stakeholders.

JOB DUTIES AND TASKS

1. Oversees the effective operational delivery of Career Development and Volunteer programs, services and events in support of students, faculty and employers. Oversees the front-line reception services of the CDC. Analyzes, evaluates, and monitors current service offerings, and develops and implements changes to programming, work processes and administrative duties of staff as needed.
2. Drives student success by providing information and resources to students, such as developing, promoting and delivering orientation sessions and skills-based workshops and presentations. Develops, updates and maintains procedure and operations manuals, applications and hiring documents (eg. Work Study program).
3. Designs, promotes and executes multiple annual career- and volunteer-related events, including special events in collaboration with KPU Faculties and off-campus employment offices. Oversees development of annual events calendar, including planning, prioritizing and organizing events to ensure delivery success. Communicates with key internal and external partners, approves promotional materials and event logistics, and participates in person. Coordinates post-event evaluations and provides recommendations to Director, Career Development Centre for future event enhancements.
4. Collaborates with CDC leadership team in development, design and maintenance of department website to ensure information is current and relevant to KPU students, alumni and employers. Maintains ongoing department social media presence to promote employment readiness, utilizing various platforms such as Twitter, Instagram, Facebook, and LinkedIn.

5. Drives student and alumni success through maintaining current knowledge of career development best practices and KPU services and program offerings. Develops and implements strategies to promote department services. Continuously evaluates programming content, delivery methods, and print and electronic resources.
6. Oversees distribution of information to highlight upcoming career- and volunteer-related events and current job opportunities (eg. weekly e-newsletter, social media posts). Monitors, evaluates, and develops promotional/print material in collaboration with Marketing Services and Director, Career Development Centre.
7. Provides data findings and recommendations for department publications and strategic University reports. Collects, compiles and disseminates statistics and other reporting information to monitor events, activities and employer contact/relationships to inform decisions in areas such as overall CDC services and programs. Reviews, updates and maintains student and job data in CRM database.
8. Provides leadership and supervision to Career Development and Volunteer support staff, student assistants and volunteers, including employee training and development, coaching, conflict resolution, performance reviews, and recommendations for role changes and training. Coordinates selection process and hiring of support staff, coordinates and participates on search committees, and provides support to Director for CDC reorganization and restructuring, including the development of implementation plans.
9. Collaborates with CDC leadership and KPU partners, specifically faculties and departments that offer career services-related programming and events, to help strategize CDC direction, identify service and program challenges, and influence changes to overall operations. Coordinates special projects on behalf of the department, as requested by Director.

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<p>SUPERVISION RECEIVED: This position reports to the Director, Career Development Centre.</p>
<p>SUPERVISION/DIRECTION EXERCISED: This position directly supervises the Career Development Coach, Career Services Officer, Student Assistants and Volunteers, including approving timesheets, vacation and overtime, training, development and coaching, appraising employee performance and is responsible for any necessary disciplinary action.</p>
<p>PHYSICAL ASSETS/INFORMATION MANAGEMENT: This position is responsible for the maintenance/updating information in complex office/data systems such as the Career Connection contact management system, and coordinates the ongoing development and maintenance of various segments of the department website. The role oversees the CDC social media presence.</p>
<p>FINANCIAL RESOURCES: This role develops costing plans for revenue-generating events, activities, and services (eg. employer/student events, student business cards), receives payment, monitors expenditures, and maintains records of supporting documentation to ensure events are on budget. The Coordinator oversees the disbursement of Work Study grant funds. The role monitors an assigned budget, with signing authority for ordering materials, and supports the development of the department annual operating budget. This role is responsible for approving employee timesheets and expense reports.</p>

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Excellent interpersonal skills and ability to quickly build rapport with others.
- Ability to establish and maintain effective working relationships with, and provide exceptional customer service to, all internal and external stakeholders.
- Strength in oral and written communication, including the ability to present information clearly and concisely, as well as confidence with facilitating workshops and conducting presentations to small and large groups.
- Strong knowledge of career development theory and work search strategies and practices.
- Knowledge and understanding of current BC industry and labour market trends.
- Demonstrated ability to foster a culture of learning and innovation.
- Demonstrated ability to work collaboratively and inclusively to coordinate projects and initiatives among various stakeholders.
- Proven ability to exercise initiative while working independently and as part of a team.
- Must be able to work on multiple campuses, with flexibility for occasional evening and weekend work.
- Possession of a valid driver's license and access to a vehicle is preferred.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Bachelor's degree and three years' related experience or an equivalent combination of education and experience.
- Career Development Practitioner certification (or equivalent) plus minimum 3 years' experience working in career development or career education, preferably in a post-secondary institution.
- Minimum two years' leadership and supervisory experience, including completion of performance evaluations, preferably in a unionized environment.
- Experience in a student services environment with passion for supporting student learning and the overall student experience.
- Demonstrated experience at an intermediate skills level in computing and internet applications including Windows environment, Word, Excel, PowerPoint, email web browser.
- Intermediate skills level and experience maintaining contact management systems. Knowledge of Symplicity preferred.