

# Career Service Officer – Student Specialist



## Overview of Position

Role Details:	
Incumbent:	
Department:	Engineering – Dean's Office
Unit/Department Leader:	Samantha Roach
Date:	August 2021
Position Number (if applicable):	00003926

For Human Resources Use:	
Classification:	Career Service Officer, SG 14
Job Code:	MM2153
Department #:	260100
Classified Date:	08/21
Effective Date:	RFH/NC
Evaluator:	SW
Job Family:	SS

### **Purpose of Position (2 or 3 sentences about why this role exists and how it contributes to the mission and goals of the unit)**

The Career Service Officer – Student Specialist will develop and manage a unique and wide range of career services and career development programs for undergraduate and graduate students and alumni in the Faculty of Engineering, specifically providing career counselling for students in the Software, Electrical, Computer, Mechatronic System and Biomedical Engineering programs. The role will enhance the best student experience while attaining Western Engineering's goal of increasing participation and placements in experiential learning opportunities, including year-long internship and summer co-op, as well as new graduate opportunities for all students. The Career Service Officer will work closely with the other Career Service Officer and will collaborate with the Employer Relationship Specialists to assist students and increase awareness of available support, and to plan and coordinate various related events and reporting as required.

### **Unit Overview**

*Unit's Mission (2 or 3 sentences about the overall purpose or role of the unit):*

The Faculty of Engineering is dedicated to the advancement of learning through teaching and research and to the discovery and application of knowledge in selected engineering disciplines. It seeks to develop people with talents and skills who will provide internationally significant leadership to serve the interests of society. The mission of the External Services unit in the Office of the Dean is to ensure that all areas of the external community are connected with Western Engineering.

*Key Goals of the Unit:*

The Career Services team supports the Faculty of Engineering in its goal to ensure that Western's profile in the community is strong and positive and to facilitate partnerships with the external community. Western Engineering provides the best student experience by offering experiential learning opportunities to undergraduate and graduate students and a seamless transition from student life to employment and careers.

The goal of the position is to work closely with students one on one and in group settings to enhance their career development skills as they transition from student to practicing engineer

through summer co-ops, year-long internships, graduate work placements and new graduate opportunities. A key component is the marketing of the undergraduate placement programs to the student body in order to increase enrolment and thus placements.

### **Key Accountabilities**

*Summarize, in point-form, the work to be performed. (b) As applicable, indicate with whom the role collaborates to perform the work, and to whom the work is provided. (c) Indicate relevant metrics to indicate the scope of the work e.g. size of budget managed, payroll administered, or research funding administered, number of direct reports, number of students served by role, square footage of facilities managed by role, etc*

- Initiates the overall strategy and plan for Student Career Services with the defined programs/departments for undergraduate and graduate students and alumni
- Organizes, markets and implements the Engineering Internship and Summer Co-op Programs
- Provides career development and counselling for students and alumni including resume review, cover letter preparation, mock interviews, networking and related activities
- Manages and coordinates career lectures, information sessions and preparation workshops for students to market placement programs and career opportunities
- In collaboration with the other Career Service Officer and the Employer Relationship Specialists, delivers careers training and preparation classes to undergraduate and graduate students
- Working with student groups and the other Western Engineering Careers staff, develops new opportunities for students to network with alumni and hiring managers as a way to develop their skills and make career choices
- In collaboration with the other Career Service Officer and the Employer Relationship Specialists, reviews all placement reports and ensures students and corporate partners have had a successful experience
- Works with student groups (Undergraduate Engineering Society and others) to arrange alumni, corporate and employer events to increase awareness of job opportunities and assist students with networking and job search skills
- Recruits and trains student career mentors in collaboration with the Career Services team
- Plans and executes multimedia advertising campaigns (promotional materials, web, social media) with the Communications Specialist
- Participates in all Career Services initiatives at Western Engineering Recruitment Events (e.g. Fall Preview Day, March Break Open House, Ontario Universities' Fair)
- Works with Career Services team to develop and engage a group of alumni career mentors and careers events for student and alumni networking
- Works with Career Services team on tracking and reporting to the Dean, Associate Deans, Department Chairs, Director of External Services

### **Outcomes the role is to Achieve**

- Overall satisfaction of Western Engineering students is increased by valuable career development opportunities and jobs skill training
- Students will be better prepared for career opportunities as they transition from school to the workplace
- Consistent and timely promotion of Internship and Co-op opportunities to undergraduate students will increase enrolment in the programs and the number of placements overall
- Students feel supported and satisfied with the quality and timeliness of support and counselling they receive, and appropriate and confidential records are maintained

- Consistent and timely site visits for internship students on placement
- Reports are accurate, thorough and well-written and faculty are provided with information on attributes and skills of students
- Enhanced programs and relationships with students and employers
- Overall satisfaction of students is increased by career development opportunities and job search skills training
- Presentations and communications are engaging, well-planned, clear and use appropriate styles and tools

### **Problem Solving & Authority for Decision**

*(List a few examples of complex or challenging issues regularly encountered in this role where it requires the incumbent to identify or recommend a solution e.g. issues with respect to service delivery, planning, human resources, students, facilities, or other areas. For each example, indicate who is affected by the solution e.g. clients, colleagues, Department, Faculty, University)*

*a) Examples of issues that the incumbent is expected to resolve independently and who is affected*

- In partnership with other Career Service Officer, Student Specialist, developing annual plan and regular reports on activities for the Dean, Department Chairs and Director
- Communicating information regarding programs, policies or procedures (e.g. questions from students about engineering placement programs, job postings and career events)
- Investigating and responding to a variety of general and complex inquiries and resolving problems independently (e.g. questions from future students about programs)
- Managing administrative and logistical aspects of events and meetings
- Researching and recommending innovative ideas to introduce in order to improve the effectiveness of existing programs

*b) Examples of issues where the incumbent requires approval and/or consultation with supervisor or others to resolve and who is affected:*

- Implementing new marketing and promotional materials in consultation with the Director
- Commitment of significant financial resources for major purchases outside the budget would be discussed with the Director
- Introducing significant changes in established priorities and processes
- Resolution of complex problems and politically sensitive issues (e.g. unique student issues on placement or about eligibility for placement would be discussed with the Director)
- Allegations of academic offense and student code of conduct issues would be discussed with the Director

*c) Pre-established Guidelines for Decisions (e.g. List key University policies, Western collective agreement articles, Legislation, professional or other standards that specify the way the role must perform certain tasks or make certain decisions)*

- Manual of Administrative Policies and Procedures
- Academic Calendar
- Procurement of Materials and Services
- Western's Strategic Plan
- Western's policies and procedures for internships, experiential learning, work placements and career services
- Student code of conduct

#### Statute

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- Freedom of Information and Protection of Personal Privacy (FIPPA)
- Accessibility for Ontarian's with Disabilities Act
- Occupational Health and Safety Act and Regulations
- Employment Standards Act and Labour Relations legislation
- Human Rights Code

#### Other

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- Engineering policies and procedures

### **Support and Resources**

*a. Leadership: Who provides the incumbent with work expectations, coaching, development support, formal performance feedback and evaluation?*

The Director, Engineering Experiential Learning and Student Support) ensures that the Career Service Officer has the required flow of information and coaching to perform successfully. The Director provides the incumbent with regular formal/informal feedback, decision guidance, conduct annual PDG and collaboratively oversee his/her professional development plan.

*b. Colleagues and Key Resource People: With whom does the incumbent regularly collaborate to receive or share information and engage in problem-solving relevant to their role?*

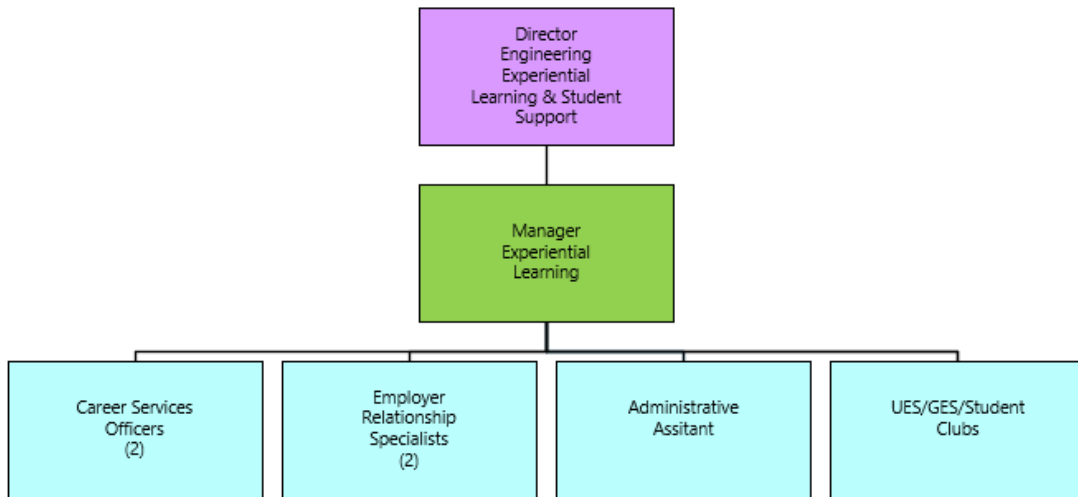
- Director, Engineering Experiential Learning and Student Support – work support and guidance, professional development plan, performance reviews
- Additional guidance and direction will be provided by the Dean, Department Chairs, Associate/Assistant Deans regarding engineering programs, technical questions, etc.
- Engineering's Career Services team – Career Service Officer and Employer Relationship Specialists will provide guidance and support with respect to current industry partners and employers and for information on the undergraduate co-ops, internships, etc.
- Engineering's Undergraduate Services Office and Associate Dean, Undergraduate Studies will provide support on promotion of the placement programs and co-op/internship policies and procedures
- Engineering's Communications Specialists will provide support for all marketing and communications materials
- Undergraduate and graduate students
- Faculty, leaders and staff in Engineering
- Industry partners and employers

c. Other: List any specialized training, equipment, resources, or other supports required for success in this role (e.g. PeopleSoft training, lab safety, mobile devices, private space, protective equipment, etc.).

- Office Space, equipment (computer, monitors, cameras etc), training and resource support by the Office of the Dean
- System access to databases and information relevant to the accountabilities of the role

### Work Context

**\*ATTACH** an organization chart that shows to whom the role reports, key peer relationships and whom the role supervises if applicable.



### Requirements to Perform Successfully

#### a. Education

*Minimum Required:*

- Undergraduate Degree

*Major:*

- Business, Management Studies or related program

*Professional Qualifications and Licenses:*

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*Preferred:*

- Undergraduate degree in Engineering, Science or a related field

#### b. Experience

*Minimum Required:*

- 3 years

*Experience:*

- Experience in an academic setting providing comprehensive career and job search counselling, resume development, interview techniques and support to students

*Other Experience:*

- Proven sales, marketing, and/or public relations experience with selling a program, product or concept

*Preferred:*

- Human Resources or career counselling experience, specifically in relation to recruiting highly qualified personnel and providing comprehensive career and job search counselling, resume development and interview skills

**Knowledge, Skills, Abilities and Attributes**

- In-depth knowledge related to career counselling approaches (particularly career counselling and job search counselling, resume development and interview techniques)
- Knowledge of engineering programs and courses and their applicability to the labour market and ability to match this to the needs of students
- Specific knowledge related to increasing skills related to job seeking
- Familiarity with Human Resources principles and practices
- Ability to apply career counselling knowledge to on-on-one and group counselling interactions
- Ability to source new information resources for clients to seek resolution to challenges through research
- Ability to think innovatively and propose/initiate new programming ideas or service delivery models that meet the needs of a diverse range of clients
- Demonstrated strong leadership and team building skills (collaborating on projects, reaching consensus and keeping other informed)
- Ability to collaborate across internal and external boundaries to meet common objectives, improve outcomes and support work beyond one's own unit
- Compelling and persuasive communication skills to engage individuals and teams inside and outside the University
- Ability to summarize information and disseminate to others effectively in a timely manner
- Ability to apply creativity, innovation and resourcefulness to daily work
- Ability to establish rapport with people from diverse backgrounds
- A well-defined sense of diplomacy, including solid negotiation, facilitation and conflict resolution skills
- Ability to work independently and exercise a high degree of initiative, innovation and good judgment in decision-making
- Customer service skills (listening to determine needs and concerns, building trust, responding tactfully and in a helpful way, referring to others services as needed)
- Advanced computer skills in Microsoft Office Suite (Word, Excel, Outlook, Access), with content management systems (such as Cascade or equivalent program) and with database applications
- Strong communication skills – writing, speaking, presenting, listening, asserting, influencing
- Excellent organizational and time management skills to anticipate, plan, balance multiple priorities in a dynamic environment
- Ability to work within a flexible schedule to accommodate the Faculty's events and activities

- Must have own transportation with ability to travel to industry partners and employers; Valid Class G driver's license required
- Familiarity with University policies and procedures preferred

***Background Checks Required***

- Education Verification
- Driver Abstract
- Police Criminal Record Check
- Police Information Check
- Credential Verification
- Credit Inquiry
- Police Vulnerable Sector Check
- Other:

**Working Conditions**

Physical Effort:

- Computer workstation
- Extensive walking
- Lifting/pushing heavy objects
- Squatting/awkward positions
- Climbing
- Highly repetitive movements

Other Physical Effort:

Physical Environment:

- Normal administrative office environment
- Driving on behalf of employer
- High noise level
- Exposure to welding equipment and fumes
- Extremes of temperatures
- High dust concentrations
- Potential exposure to hazardous substances
- Exposure to contagious illnesses
- Exposure to chemical or biological agents
- Exposure to occupational injuries

Other Physical Environment:

Sensory Attention:

- Prolonged periods of listening/reading/watching/observing
- Smelling, tasting, touching
- Monitoring video displays
- Auditing
- Technical troubleshooting

Other Sensory Attention:

Mental Demands:

- On-call responsibilities outside of normal schedule