

Columbia College Position Description

NOTE: <i>Must; Shall; Will:</i> <i>Should:</i> <i>May or Could; Can:</i>	Clarification of Terms These words or phrases indicate actions or activities that are <i>essential or mandatory</i> . This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.
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Position Title	Assistant Manager – Work Experience and Employment										
Program/Department Name	Student Services Department										
Reporting to	Student Services Department Manager or Designate on all matters relating to work experience and employment. Department Chair of Academic Upgrading regarding Integrated Training and Work Experience/Works Strategies courses.										
Position Summary	Under the supervision of the Manager of Student Services, this professional will be responsible for supporting students to prepare for, locate, and obtain meaningful employment. The individual’s work load may include classroom facilitation of selected Work Strategies / Work Experience courses. The individual will provide one-on-one and group advising, proactive liaising between clients and prospective employers, along with cultivating industry networks, the collection and sorting of employment data, placement of students, and follow up activities to monitor success. The successful candidate may also be involved in providing services in the form of seminars, workshops, and one-on-one interventions to students requiring help in locating employment prior to or following the end of their program.										
Organizational Structure	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th style="width: 25%;">Level</th> <th style="width: 25%;">Financial</th> <th style="width: 25%;">Personnel</th> <th style="width: 25%;">Operating</th> </tr> </thead> <tbody> <tr> <td>Assistant Manager</td> <td>Via Annual Approved Budget</td> <td>Via Annual Approved Budget and Position Description</td> <td>As per Position Description</td> </tr> </tbody> </table> <p>Financial Authority: the authority to spend funds</p> <p>Personnel Authority: the authority to hire, supervise, support, assist, train, mentor, discipline and terminate personnel</p> <p>Operating Authority: the authority over the specific activities as documented in each position description</p>			Level	Financial	Personnel	Operating	Assistant Manager	Via Annual Approved Budget	Via Annual Approved Budget and Position Description	As per Position Description
Level	Financial	Personnel	Operating								
Assistant Manager	Via Annual Approved Budget	Via Annual Approved Budget and Position Description	As per Position Description								
Qualifications and Experience	<u>Education and Experience:</u> <ul style="list-style-type: none"> Minimum Grade 12 diploma or equivalent; and post-secondary diploma/degree in a related field (i.e. business, administration, education, counseling, etc.) Experience in delivering workshops and courses related to employment 										

<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • One year of recent related experience in a customer service setting. • Experience working in a soft-sales environment • Intermediate level computer skills including: keyboarding at 60 wpm, word processing and data entry skills, spreadsheet development, database and e-mail management. • Training in counseling, career coaching, and career development is desirable in this position <p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • Ability to communicate correctly and effectively in English, both verbally and in writing. • Ability to interpret and apply College, government, and departmental policies, procedures and guidelines. • Ability to effectively respond to a wide variety of inquiries in a courteous, pleasant and helpful manner and provide assistance, information and referral when necessary. • Ability to communicate in another language is an asset. • Ability to organize and prioritize work. • Ability to problem solve, to work independently as well as to interact and communicate effectively with others. • Ability to calmly and effectively work with periods of high volume. • Ability to multitask and work with frequent interruptions. • Ability to effectively use a soft-sales approach when promoting the College. • Ability to demonstrate strong leadership skills.
<p>Hours and Days of Work</p>	<ul style="list-style-type: none"> • Normally, number of hours will be 30 hours a week. • Scheduled times of the day will normally fall between 7:30 a.m. and 7:30 p.m. as determined by the needs of the clients and as assigned by the department manager. <p>Hours of work may be adjusted to meet operational requirements and individual preferences.</p>
<p>Roles and Responsibilities</p>	<p>For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone’s roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p>

Roles and Responsibilities	All responsibilities listed below will be carried out under the general direction and supervision of the Department Chair. In consideration of this, the Work Experience Coordinator will:
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Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them

- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge

- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty

- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Business Planning, Budgets, and Corporate Reporting

- 13.1 Assist in providing accurate and timely documents and reports.
- 13.2 Assist in effectively managing approved expenditures.
- 13.3 Assist in achieving or exceeding enrollment/revenue goals.
- 13.4 Assist in achieving or exceeding customer satisfaction goals.
- 13.5 Assist in achieving or falling below expense goals.
- 13.6 Contribute to effective marketing plans for the program/department.
- 13.7 Assist in developing an effective yearly planner for program or department.
- 13.8 Help train and develop highly effective team members.
- 13.9 Help maintain up to date program/department policies, procedures, forms and documents.
- 13.10 Help contribute to an effective program/department and college calendar.
- 13.11 Help contribute to the annual review of the customer satisfaction survey results.
- 13.12 Help prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

14.0 Service Delivery and Development

- 14.1 Continually assess the effectiveness of each department service.
- 14.2 Continue to improve the delivery of services.
- 14.3 Work with team members to improve the effectiveness of the department.
- 14.4 Meet with the department's Board of Advisors as required.
- 14.5 Help to make changes to the department in response to the changing needs of employers, receiving institutions, and students.

15.0 Student/Customer Focus

- 15.1 Help to maintain up-to-date and accurate student transcripts, records, reports and files.
- 15.2 Help to monitor individual student progress and ensure appropriate counsel is provided.
- 15.3 Help to continually monitor and improve the satisfaction level of students.
- 15.4 Help to ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 15.5 Help to constantly improve the success of college graduates.

16.0 Convocation Ceremonies

- 16.1 Assist with leadership as it relates to convocation ceremonies.
- 16.2 Assist with the preparation for the annual convocation ceremonies for entire college.
- 16.3 Attend convocation committee meetings.
- 16.4 Assist with development and implementation procedure and policies for convocation.

17.0 Facilitation Skills for classroom component:

- 17.1 Attend Facilitator program and course-related orientations, in-service training, Department meetings and program team meetings; familiar with and prepared to implement the policies and procedures described in the document titled "Position Description Pre-Career Facilitator".
- 17.2 Maintain regular office hours, to be shared with students, in order to provide extra help and coaching with job placement skills.
- 17.3 Maintain records of student achievement and attendance, along with documenting and reporting on student progress toward locating a work experience placement; documenting and assisting the students in taking the steps associated with job search; providing reports on these items in a timely fashion to the Manager of Student Services and other key stakeholders respecting these items.
- 17.4 Implement the policies and procedures associated with the calculation, record keeping and semester transition processes of the College.
- 17.5 Use a variety of course delivery methods. Choose the delivery method that will best enhance the learning process.
- 17.6 Use a variety of methods to evaluate the student's level of acquired competencies and/or skills as stipulated in the relevant course syllabus.
- 17.7 Begin each class punctually with a fully developed lesson plan and related materials. The lesson plan should be openly displayed during the class period.
- 17.8 Use appropriate, relevant and current examples or elicit examples from students to effectively reinforce topics or points.
- 17.9 Remain current in the subject area and new methods of delivering course related material.
- 17.10 Use a variety of learning aids, equipment or tools to assist in the facilitation of learning (e.g., whiteboard, overhead projection, VCR, slides, projectors, panels, displays, apparatus).
- 17.11 Assist with on-going review of program components of the workshops; recommended changes to the course outlines should be provided to the Department Chair of Academic Upgrading on the date specified.

18.0 Work Experience Advising

- 18.1 Lead the effective collection and recording of client placement information; design and generate reports to be shared with key stakeholders; develop and share reporting processes documenting individual student placement success.
- 18.2 Provide one-on-one job coaching in job search as per the student's needs; proactively work with the student to make initial job search contacts if needed, and assist in locating and supporting students in a work experience placement, including liaising with potential employers and recruiting possible WE placements.
- 18.3 Help develop with the client a Work Experience portfolio.
- 18.4 Add to and build the pool of potential work experience employers through on-going research, and contact with businesses and institutions in targeted industries; this may include calling potential employers, visiting businesses to determine interest
- 18.5 Engage in marketing the college through attending career fairs and similar networking contacts
- 18.6 Provide one-on-one coaching/counseling assistance to students regarding work experience and employment.
- 18.7 Maintain job board; receive, review, and post all job postings and/or employment opportunities; make periodic presentations on the location of the job board and how to use it.
- 18.8 Provide on-going support where needed to all students in resume and cover letter writing and review; provide support, where needed, to obtain employment.
- 18.9 Follow up with students on an ongoing basis and Input and update student's employment status; this may include the use of the Mobius system (Alberta Employment and Immigration Database).
- 18.10 Initiate regularly scheduled student follow-up calls at the 30 to 60 days point for grant funded students and provide support for those who are unemployed and/or having difficulty finding employment; maintain a database of follow up information on former student employment success; provide continued graduate services assistance to those clients who may require additional assistance in locating employment after the 90 day and 180 day period.
- 18.11 Review follow-up and/or after support services as well as job matching/placement services with students.
- 18.12 Promote and advertise programs and services by networking with employers and other agencies.
- 18.13 Contact employers on behalf of the clients and forward their cover letters and resumes.
- 18.14 Assist in organizing and attending interagency meetings to promote our programs and services, as well as, gather information regarding other programs and services that may refer students to the College.
- 18.15 Attend appropriate stakeholder meetings to help coordinate services with the College.
- 18.16 Collect information from students currently employed and determine if these work placements can be utilized for the Work Experience component.
- 18.17 Perform other duties assigned from time to time by the Department Manager.