

Columbia Training Center Position Description

<p>NOTE: Must; Shall; Will: Should: May or Could; Can:</p>	<p>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.</p>
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Position Title:	Career and Enrolment Services Advisor											
Program/Department Name:	Student Services Department											
Reporting to:	Manager Student Employment Services											
Position Summary:	<p>The Career and Enrolment Services Advisor will be responsible for helping learners identify and select realistic careers, recognize skill gaps, share current labour market trends, network with employers, attend marketing events and engage individuals who have expressed an interest in the College. They will work collaboratively with members of the Career and Student Services Departments as well as employers and other educational institutions to help learners enroll in educational programs to achieve their employment goals.</p>											
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>Staff and Faculty</td> <td>As Approved by Supervisor</td> <td>As Approved by Supervisor</td> <td>As per Position Description</td> </tr> </tbody> </table>				Level	Financial	Personnel	Operating	Staff and Faculty	As Approved by Supervisor	As Approved by Supervisor	As per Position Description
	Level	Financial	Personnel	Operating								
Staff and Faculty	As Approved by Supervisor	As Approved by Supervisor	As per Position Description									
<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>												
Qualifications and Experience:	<ul style="list-style-type: none"> Post-secondary certificate/diploma/degree in related field (i.e. Career Development, Human Resources, Psychology, Marketing etc.) Training in counseling or career coaching is desirable for this position 3-5 years of experience in career development Marketing background or experience working in a soft-sales environment preferred Experience dealing with high volume inquiries, by e-mail and by telephone Facilitation skills with ability to deliver and facilitate engaging workshops Experience providing services to individuals from diverse cultures and educational backgrounds 											

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

Department 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 Work with team members to improve the effectiveness of the department.
- 14.3 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 Assist with development and implementation procedure and policies for convocation.

17.0 Specific Roles and Responsibilities

- 17.1 Keeps up-to-date on career trends and provides relevant information to staff, community partners and learners
- 17.2 Meets with students for career advising and goal change appointments
- 17.3 Maintains clear records of all learner interactions and progress; prepares required reports and other documentation
- 17.4 Assists learners and graduates one-on-one and in groups target resumes and cover letters
- 17.5 Creates, updates and delivers workshops and presentations (internal and external to organization) on College programs, job search strategies, and career related topics
- 17.6 Develops and maintains relationships with learners, faculty, professional associations and employers
- 17.7 Represents Columbia College at career, resource and job fairs as well as other industry events to promote College programs and liaise with potential employers
- 17.8 Participates in internal and external meetings as required
- 17.9 Provides program information, routine guidance and assistance to potential learners on matters related to enrollment and the admission process
- 17.10 Make follow-up calls to prospective learners
- 17.11 Works collaboratively with Student Services Department