

## Job Description



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<b>Job Title:</b>	Account Co-ordinator – Onboarding & Retention
<b>Department:</b>	CEE
<b>Reports To:</b>	Operations Manager – Onboarding & Retention
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5-8
<b>Effective Date:</b>	October 2023

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### **Primary Purpose**

The Account Coordinator – Onboarding & Retention (AC-O&R) supports employers, students and Cooperative and Experiential Education (CEE) staff through all logistical aspects of CEE's employment processes. The incumbents are the primary contact to support new employers through a successful recruiting and hiring experience. The AC-O&R will focus on developing and delivering resources to support new employer onboarding at scale and support new contacts in becoming self-serve in WaterlooWorks. As a key member of the service teams supporting employers, they work with the Account Managers and Business Developers to build strong relationships with employers and increase opportunities for students. Incumbents may progress through the career path based on experience and demonstrated performance of required skills outlined in the advancement criteria.

### **Key Accountabilities**

#### **Employment Assistance**

- Act as a primary contact for new and existing employer contacts, onboarding them to internal processes assisting them through all steps in the employment process and striving to maximize the success of each employer.
- Accept, evaluate, and approve that the job is creditable as they pertain to program specifications.
- Assess and indicate which student programs have the required skills to fulfill the jobs and what level of student is required.
- Achieve and contribute to targets that impact the retention of existing co-op jobs with employers.
- Identify opportunities to increase hiring numbers and diversity of hiring with employers.
- Encourage employer participation in specialty and focus programs as defined each term to grow employment for at risk student groups.
- Document all communication on employment interactions with consistency to ensure all Service Team members are kept up to date.
- Collaborate with regional Account Manager & Business Developer to meet with employers through various methods (virtual and in-person) to create a strong, ongoing employer relationship and experience.
- Participate in the development & delivery of training materials for employer education (pre-recorded, live sessions & just-in-time) to assist with new employer onboarding and retention.
- Meet with employers while on campus to enhance relationships, work toward process improvements, and support growth of the account.

#### **Continuous Improvement/Training and Mentorship**

- Collaborate with the Account Manager to participate in the development and execution of each employer's recruitment plan to meet the employer's needs.
- Monitor and proactively initiate activities to ensure the data integrity of employer, student, and faculty records.
- Maintain awareness of CEE programs and initiatives to support employers recruiting needs and navigate the future of work in an emerging, complex global workforce.
- Actively contribute and recommend areas of opportunity for continuous improvement by supporting

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initiatives, other projects, and participating in meetings to better serve our stakeholders.

- Provide a level of co-worker support through mentorship and supporting CEE process knowledge.
- May also participate in the onboarding and training of new staff and co-op students.
- Identify areas of greatest need for training development to assist with the smooth onboarding of a new employer that could impact retention.

### **General Process Support & Knowledge Expertise**

- Responsible for the execution of the student interview conflict and interview relief process. Triage and process student requests for interview support in an effective and timely manner.
- Effectively communicate with students and employers and various internal teams via all methods to resolve interview support requests.
- Thorough knowledge of interview processes within the overall Core Employment Process (CEP)
- Thorough understanding of the Arrange Own Job (AOJ) process and serve as primary point of contact for AOJ employers.
- Effectively handle objections from employers around our processes to create the most efficient process for all stakeholders.
- Provide subject matter expertise on new employer onboarding including but not limited to; job descriptions, hiring process, hiring cycles, rank/match and process management.
- Investigating new contact and new employer requests as part of the registration approval process.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess, and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- University undergraduate degree preferred
- Completion of some post-secondary education or equivalent education in combination with experience will also be considered

#### **Experience**

- Experience in an office environment, planning and organizing priorities and high volumes of tasks.
- Experience in account management, recruitment or talent management is an asset.
- Experience with a customer relationship management system, or administration system (i.e., Quest, WaterlooWorks) strongly preferred.
- Experience working in training, sales and marketing is an asset.

#### **Knowledge/Skills/Abilities**

- Strong interpersonal and communication skills with a proven ability to build relationships and manage strong rapport with internal and external stakeholders.
- Customer service and results-focused, with talent management awareness, flexible thinking, and problem-solving orientation.
- Exceptionally high tolerance for tight deadlines, able to prioritize and balance multiple projects, and be flexible to changing demands.
- Apply critical thinking when assessing a problem, to determine the best course of action using intuition and judgment.
- Ability to collaborate in a cross functional service team in the best interest of our students and employers.
- Works well independently and in a team environment, with the ability to balance and support a team with fluctuating workload demands.
- Average MS Office skills, including Excel, Word, PowerPoint and Outlook are required
- Strong presentation development & delivery
- Knowledge of UWaterloo's 100+ co-op programs, CEE core employment systems and CEE

processes, policies, and guidelines is an asset.

### **Nature and Scope**

- **Contacts:** Internal: The Account Co-ordinator Interacts with co-workers to present and discuss information and problems related to fulfilling employer needs, including the Student Advisor (i.e. how to work together to fulfill requirements of employer), the Account Manager-(i.e., on the smooth handling of employers), Career Advisors (i.e., to assist unemployed students), Service Representatives, and Faculty Relations Managers. (i.e., they interact with students and faculty hiring members.) External: The Account Co-ordinator deals with, influences, and motivates new employers to build and maintain employer relationships with the University of Waterloo.
- **Level of Responsibility:** The Account Co-ordinator has no direct supervision of others. The role provides a level of co-worker support as they partner with several key internal team members to provide services to employers. Problem solving: The Account Co-ordinator requires effective probing and problem-solving skills to successfully resolve issues with employers, gained through a comprehensive understanding of the core employment process and employers talent requirements. The Account Co-ordinator ensures employers' hiring needs are being met and can identify when to escalate concerns within the hiring process.
- **Decision-Making Authority:** The Account Co-ordinator makes decisions about their own priority and time management. They balance the needs of the employers with the needs of students within tight fixed deadlines. They assess the degree of employer engagement and identify when an employer is at risk of not hiring. They assess and make decisions as they relate to CEE policies and procedures and communicate this vital information to all stakeholders, including employers, students, and CEE staff.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** This role involves minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. It may require travel and may require unusual hours due to high volumes and multiple and/or tight deadlines beyond one's control (i.e. due to term by term hiring fluctuations and employer fluctuations in hiring requirements as they relate to the economy), and constant interruptions (i.e., by phone and e-mail). This role may require work outside of core business hours supporting the interview process from 8:00 am – 8:00 pm during peak periods