

Job Description

Job Title:	Account Coordinator
Department:	CEE - Co-op Education
Reports To:	Operations Manager
Jobs Reporting:	N/A
Salary Grade:	USG 5-8
Effective Date:	November 2019

Primary Purpose

The Account Coordinator supports employers, students and CEE staff through all logistical aspects of CEE's employment processes. With experience and training, the incumbents become the primary on campus contact to support employers through a successful recruiting and hiring experience. 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 to grow opportunities for students.

Key Accountabilities

Primary contact for employers assisting them through all steps in the employment process 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 set targets to retain existing coop and graduating 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.
- Participate in employer visits with Account Managers and while employers are on campus.

Partner with Business Developers to onboard new employers to the CEE hiring processes.

- Primary contact assisting them through all steps in the employment process striving to maximize the success of each employer.
- Ensure smooth transition of a new employer to the Account Management team to build long term relationships with employers.

Supporting the Account Manager/Business Developer, participate in the development and execution of each employer's Account plan.

- Monitor and proactively initiate activities in support of employer, student and faculty data integrity.

**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 <ul style="list-style-type: none">• University undergraduate degree or equivalent experience.
Experience <ul style="list-style-type: none">• Experience in an office environment, planning and organizing priorities and high volumes of tasks.• Experience in account management, recruitment or talent management is beneficial.• Incumbents may progress through the career path based on experience and demonstrated performance of required skills outlined in the advancement criteria.• It is expected that the incumbents would progress minimally to a median level of the career path.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Average technical abilities (MS Office Suite), Proficiency with CEE core employment systems and CEE processes, policies and guidelines. General knowledge of uWaterloo's 100+ co-op programs and how they participate.• A strong, open communicator with excellent verbal and written communication skills, the Account Coordinator has the ability to build strong, lasting relationships with employers. They are customer service and results-focused, and have talent management awareness. With flexible thinking and problem solving orientation, the Account Coordinator is able to work in a cross functional service team in the best interest of our students and employers.

Nature and Scope

- **Contacts:** Internal: 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 and Business Developers (i.e. on the smooth handing of employers), Career Advisors (i.e. to assist unemployed students), Service Representatives, Service Specialist, Faculty Relations Managers. They interact with students and faculty hiring members. External: Deals with, influences and motivates employers to build and maintain employer relationship with UW.
- **Level of Responsibility:** The Account Coordinator performs no direct supervision of others. The role requires minimal supervision and provides guidance to 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 Coordinator 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 Coordinator assists employers who are unable to attract suitable students in the hiring process. The must assess that an employer's needs are being met and is able to identify when an employer needs more account management than they are able to support on campus.
- **Decision-Making Authority:** The Account Coordinator 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 does 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

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they relate to the economy), and constant interruptions (i.e. by phone and e-mail). This role will require work outside of core business hours supporting the interview process from 8:00 am – 8:00 pm during peak periods.