

## Job Description

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<b>Job Title:</b>	Employment Relations – Account Manager
<b>Department:</b>	Cooperative Education and Career Action
<b>Reports To:</b>	Regional Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 10/11
<b>Effective Date:</b>	September 2017

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### **Primary Purpose**

The Account Manager is responsible for creating a strong employer experience and relationship with the University of Waterloo; specifically, for retaining co-op and graduating jobs with employers, and exploring opportunities for further job development with that existing employer. Working together with Student Advisors, Job Developers and Account Coordinators, the Account Manager creates and executes an account management plan designed to meet the employer's needs and to have University of Waterloo (UW) become a talent management partner for the employer.

### **Key Accountabilities**

*List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.*

<p>Develop and execute a proactive account management plan in partnership with Student Advisors and Account Coordinators to create a strong, ongoing employer relationship and experience:</p> <ul style="list-style-type: none"> <li>• Optimize UW's contribution to the employer's talent management strategy</li> <li>• Retain co-op and graduating jobs within current employers</li> <li>• Develop new co-op and graduating jobs and additional postings within existing employers, aligning with our strategic targets and increasing diversity of programs from which employers hire</li> <li>• Convert co-op students into graduating full time hires with existing employers</li> <li>• Convert employers with whom students have arranged their own jobs to ongoing hiring employers</li> <li>• Document communication and interactions with employers</li> </ul>
<p>Ensure employers receive appropriate support in all interactions with CECA:</p> <ul style="list-style-type: none"> <li>• Contact each employer at least once per year, and follow the employer contact guidelines</li> <li>• Coach employers in recruiting strategies and managing effective co-op work terms</li> <li>• Accept and approve relevant, creditable jobs for posting from existing employers as necessary</li> <li>• Attain new employer referrals from existing employer's industry networks and provide to business development team</li> <li>• With Regional Manager, execute employer recognition framework and employer retention strategy</li> </ul>
<p>Ensure information exchange with Student Advisors, and support Student Advisors in interaction with supervisors within employers.</p>
<p>Assist Career Advisors and Student Advisors in identifying potential jobs for unemployed students.</p>

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Ensure a smooth transition of a new employer from business development team when first co-op student is hired:

- Enable and support the successful transition of the employer relationship from business developer
- Ensure the employer is fully aware of the process and that all issues and concerns are addressed
- During first term of transition, partner with Business Developer to address any employer issues or concerns.
- Establish the new employers account plan communicating with all relevant uWaterloo stakeholders

### Required Qualifications

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

#### **Education**

- Undergraduate Degree or equivalent education and experience is required

#### **Experience**

- At least 3 years of progressive experience in sales, relationship/account management roles with increasing levels of responsibility required
- Recruitment and/or talent management experience a benefit
- Experience with employers and job development is an asset

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

- Working knowledge of cooperative education and career action or a similar type organization is essential
- Demonstrated ability to handling multiple, ongoing priorities and demonstrated superior organizational and time management skills required
- Essential qualities include relationship management focus, outgoing personality, customer service orientation, natural networker and team player
- Strong communication, presentation, analytical and problem solving skills required
- Strong organizational and time management skills required
- Knowledge of the labour markets in the Ontario and US is an asset
- Average MS Office skills, including Excel, Word and Outlook are required, along with social media knowledge including the use of LinkedIn

### Nature and Scope

- **Contacts:** *Internal:* The Account Manager 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 Job Developer (i.e. on the smooth handover of new employers), Career Advisors (i.e. to assist unemployed students), other Account Managers and Account Coordinators, Service Representatives, Service Specialist, Employer Experience Manager, and Faculty Relations Managers *External:* The Account Manager deals with, influences and motivates employers to build and manage the employer relationship with UW.
- **Level of Responsibility:** The Account Manager has no direct supervision of others. The role has defined specialized and routine tasks and receives specific guidance on relationship management and account planning. The Account Manager provides a level of co-worker support as they partner with several key internal team members to provide services to employers.
- **Decision-Making Authority:** The Account Manager makes decisions about their own priority and time management, and decisions as they relate to developing and carrying out the account plan and the

## Job Description



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resultant relationship management strategy. The Account Manager is the lead person for this key activity.

- **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 requires travel and may include travel to the US, unusual hours or schedules relating to travel, irregular and/or 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), deprivation caused by isolation (i.e. due to working from home), and constant interruptions (i.e. by phone and e-mail).