COLUMBIA COLLEGE
CAREER OPPORTUNITY
INTERNAL/EXTERNAL POSTING

POSITION: Career and Employment Coordinator (Maternity Leave)

PROGRAM/DEPARTMENT: Employment Training, Academic Upgrading and Career Services
REPORTING TO: Manager Student Employment Services

HOURS: 8:00 AM to 4:30 PM Monday to Friday (some evening and weekends required)

SALARY: TBD based on education and experience

DEADLINE TO RECEIVE APPLICATIONS: as soon as possible

DATE POSITION IS TO COMMENCE/END: Monday June 20, 2022 – Friday July 28, 2023

Qualifications:
- Completion of post-secondary education, or experience in a similar position that is directly related to career development.
- Experience managing a caseload and working with individuals who may demonstrate challenging behaviors.
- Community engagement and network development experience are assets.
- Effective customer service/client service skills.
- Dedicated to advocacy and inclusion.

Position Summary:
Reporting to the Manager of Student Services, the Career and Employment Coordinator is a key team member within our Employment Training, Academic Upgrading, College Prep and Career Services programs. This individual will work closely to support learners, employers, team members, and managers in a variety of capacities.

Key responsibilities within the Employment Training and Academic Upgrading Programs:
- Develop positive and ongoing relationships with learners and employers.
- Interview students to determine suitability for Employment Training programs.
- Deliver student orientations to support transitions into education.
- Introduce and lead learners through all stages of the practicum process: resume development, interview preparation, practicum search, on-the-job support, job application, salary negotiation etc.
- Track, record, and address attendance concerns.
- Provide computer support to learners (first point of contact).
- Assist with preparing for semester starts and wrap ups.
- Generate reports.

Key responsibilities within Career Services:
- Work with current students to create realistic and meaningful career plans that will lead to acceptance into further education programs.
- Work with unemployed gradates to create successful job search plans that will lead to securing meaningful employment.

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- Develop positive and ongoing relationships with community stakeholders and create new partnerships.
- Work closely with students and graduates on resumes, interviewing, job search etc. drawing out their skills, accomplishments, competencies and interests to best position learners to attain employment.
- Deliver presentations (online and in person) at conferences, meetings, workshops, marketing events.
- Maintain knowledge of labour market and further education programs.
- Identity additional/alternative services and provide referrals.

Key responsibilities within the College Prep Program:
- Organize and deliver student orientations that support transitions into education.

General responsibilities:
- Work closely with all college team members and departments.
- Communicate in a professional, timely, accurate, and respectful manner with students, staff, employers, and other stakeholders.
- Write reports, assessments, progress and follow-up notes in a timely manner.
- Resolve student conflicts using active listening, collaboration and mediation skills.
- Maintain program flow.

ADDITIONAL INFORMATION

Core Competencies
- A self-starter with the ability to work in a cross-functional team.
- Highly developed organizational and documentation skills.
- Excellent verbal and written communication skills.
- Manages multiple tasks simultaneously and meets deadlines without reminders.
- Builds collaborative relationships, leads with kindness, student focused.
- Strong working knowledge in Microsoft Office Programs (i.e., Word, Outlook, PowerPoint, Teams etc.) and problem-solving skills.
- Fosters independence in others, identifies barriers and coaches towards goals.
- Strong collaboration and decision-making skills, flexible.
- Valid Driver's License and reliable vehicle.

Outcome Measures
- Key metrics are consistently achieved (80% employment and graduation rates).
- Professional relationships established and maintained with learners, employment partners, and team members.
- Develops new relationships with potential employers.

Interested candidates should submit a targeted cover letter and resume to Maria Chisamore maria.chisamore@columbia.ca. Only those individuals considered for this position will be contacted.

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Columbia College
Position Description

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are *essential* or *mandatory*.
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Position Title:	Career and Employment Coordinator
Program/Department Name:	Employment Training
Reporting to:	Manager Student Employment Services
Position Summary:	The role of the Career and Employment Coordinator is to support and enhance the employment and career goals of Columbia's students and graduates. They will also assist the manager with the day to day operations within the departments. The Career and Employment Coordinator will be responsible for supporting adult learners and graduates succeed at practicum with the goal of transitioning into and maintaining meaningful employment. They will work collaboratively with team members, facilitators, community agencies, admission advisors, and employers to help learners achieve their employment and further education goals. The Career and Employment Coordinator will be responsible for marketing programs, advocating for the learners, providing on-the-job support (when required) and helping students identify opportunities for growth based on their individual needs. This role also ensures that learners are connected with College and external resources upon graduation from the program. Regular follow-up and assistance to unemployed graduates will be required.
Organizational Structure:	The Career and Employment Coordinator will work in a flat organizational structure consisting of 1 direct supervisor and a number of program peers. They will operate as autonomously as authorized by their supervisors.
Qualifications and Experience:	• Post-secondary certificate/diploma/degree in related field (i.e. Career Development, Human Resources, Counselling, Adult Education, Marketing etc.) with 3-5 years of experience • Marketing background or experience working in a soft-sales environment preferred • Valid Driver's License (Class 5) • Reliable vehicle required (mileage and parking reimbursement) • Excellent organization and time management skills • A self-starter with the ability to work in a cross-functional team • Ability to accomplish goals with minimal supervision • Excellent written, oral, and interpersonal skills • Eager to take initiative in developing new relationships with

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	potential employers • Experience managing a caseload and working with individuals who may demonstrate challenging behaviors is essential • Strong working knowledge in Microsoft Office Programs (i.e., Word, Outlook, PowerPoint, etc.) **OTHER INFORMATION** • Some evening or weekend work may be required • Working in and amongst a diverse group of individuals; • Fast paced and demanding work environment; • Valid Standard First Aid and CPR Certification desirable but not required • A recent Calgary Police or RCMP Security Clearance Must have legal authorization to work in Canada
Roles and Responsibilities:	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part of his/her roles and responsibilities as well as a commitment to fulfilling said responsibilities. There are two sets of roles and responsibilities connected to this position. 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. All responsibilities listed below will be carried out under the general direction and supervision of the employee's supervisor.

COLUMBIA COLLEGE CALGARY

PROFESSIONAL BEHAVIOUR

The first two groups of individuals to be recognized as professionals were doctors and lawyers. To become a member of one of these notable groups, in the past, an individual had to be trained (on-the-job) by one or more mentors who were already a member of the profession. Each profession required its new members to adopt a group of professional behaviours. These included such behaviours as abiding by the laws of the land and being honest, moral, and ethical. Members were also expected to help fellow members and to help those outside their profession who sought their service (i.e. patients and clients).

Over the last two hundred years several other groups of individuals adopted similar codes of conduct. In the last fifty years, a large number of leadership, management, business, and professional/personal development books have added both breadth and depth to this group of behaviours. However, rather than describing these behaviours as belonging to a certain group, they ascribe them to 'all individuals' working in an organization from data entry clerk to director. These writers believe such behaviours are essential to the success of each individual in the

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organization. They further believe these behaviours are essential to the success of the organization itself.

The following list of professional behaviours are drawn from the above sources. They are provided to help ensure that 'all' members of the organization, regardless of their education, position, or title, are aware of the behaviours they should demonstrate as professionals. The more effective each individual demonstrates these behaviours, the more successful they will become as respected and valued professionals within the organization.

Further, the more actively and collaboratively each individual engages with other professionals, within the organization, the more successful the organization will become. And the more success the organization achieves, the more job security each professional will have.

1. Professional Approach and Ethical Behaviour

1.1. Approach to Work

1.1.1. Is a positive individual
1.1.2. Is cheerful, smiles, and works with enthusiasm
1.1.3. Is focused, engaged, and works diligently
1.1.4. Acts in a reliable and responsible manner
1.1.5. Is proactive in their approach to work
1.1.6. Finds meaning in their work regardless of their position
1.1.7. Demonstrates pride in their work and yet remains humble
1.1.8. Shows loyalty to the organization
1.1.9. Takes responsibility for one's errors by apologizing and correcting them
1.1.10.   Is constructive in what they say
1.1.11.   Contributes to a safe and secure workplace

1.2. Relationship With Others

1.2.1. Acts with honesty and integrity (is trustworthy)
1.2.2. Is honorable, moral, and ethical
1.2.3. Is pleasant, polite, courteous, and well mannered
1.2.4. Helps others succeed regardless of their position
1.2.5. Shows concern and caring for others
1.2.6. Contributes to a friendly workplace
1.2.7. Contributes to the organization and/or their community through volunteering, coaching, or mentoring others

1.3. Respect for Others

1.3.1. Shows respect for cultures and perspectives different than their own
1.3.2. Shows interest in actively learning about other cultures
1.3.3. Keeps personal bias out of the workplace
1.3.4. Shows respect for individuals' right for gender and other forms of identification

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1.3.5. Shows support for language and policies that support gender identification rights

1.4. Customer Focused

1.4.1. Views each client, patient, student, supervisor, and team member as a highly valued internal/external customer
1.4.2. Recognizes that their success as a professional is only achieved when internal and external customers' needs are satisfied
1.4.3. Recognizes that customers' needs continually change
1.4.4. Seeks new opportunities or approaches that will increase internal and external customer satisfaction, respect, and loyalty
1.4.5. Believes that the needs of customers (internal and external) must be satisfied before their organization will succeed

1.5. Response to Bad Experiences

1.5.1. Views adverse experiences and/or failures as learning opportunities
1.5.2. Recovers quickly from adverse experiences and/or failures by adopting new behaviours
1.5.3. Is resilient to adversity while challenges are occurring
1.5.4. Supports others to help them cope with adversity

1.6. Adherence to Policies and the Law

1.6.1. Adheres to all government laws
1.6.2. Adheres to all organizational policies, procedures, and regulations
1.6.3. Follows their position duties and responsibilities
1.6.4. Respects their supervisor's directives
1.6.5. Dresses appropriately for the workplace
1.6.6. Is neat, clean, and well-groomed
1.6.7. Is cognizant of the workplace culture and norms
1.6.8. Avoids conflicts of interest
1.6.9. Helps others to understand and adhere to laws, regulations, and policies

2. Teamwork and Interpersonal Relations

2.1. Respects Self and Others

2.1.1. Helps build an emotionally balanced workplace
2.1.2. Treats all individuals in an equal, fair, and just manner
2.1.3. Is respectful to others
2.1.4. Is sincere when interacting with others
2.1.5. Demonstrates an interest in learning from others

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2.1.6. Uses active listening to better understand others' feelings and points of view

2.1.7. Seeks help from others when needed

2.1.8. Respects others' workspace and privacy

2.1.9. Respects others' personal and professional boundaries

2.1.10. Serves as a role model for others

2.2. Interpersonal Behaviour

2.2.1. Is personable and sociable with others

2.2.2. Develops a close rapport and tries to develop a long-term relationship with others, both inside and outside the organization

2.2.3. Has a good sense of humor

2.2.4. Choses to assume the best intentions in others, and resists being offended

2.3. Sensitive to Others

2.3.1. Is considerate, gentle, and sensitive to others (is empathetic)

2.3.2. Uses tact and diplomacy when expressing differences of opinion

2.3.3. Offers support and assistance to others when appropriate

2.3.4. Shows patience, tolerance, and forgiveness to others

2.4. Team Relations

2.4.1. Interacts with others in a patient and cooperative manner

2.4.2. Actively looks for synergistic opportunities, or "win-win" situations

2.4.3. Helps build a positively connected team where individuals work hard, have fun, and enjoy working together

2.4.4. Is open to constructive criticism from others

2.4.5. Recognizes their personal success is the result of working collaboratively and cooperatively with others

2.4.6. Helps build an emotionally balanced team and organization

3. Performance

3.1. Behaviour at Work

3.1.1. Is hard working

3.1.2. Adjusts quickly and smoothly to changes in work routines and schedules

3.1.3. Finds their work challenging, rewarding, and meaningful

3.1.4. Feels satisfied, fulfilled, and successful when internal and external customers' needs are met

3.1.5. Seeks out opportunities to work "smarter, not harder" to improve

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3.2.   Delivering Results

3.2.1. Increases personal job security by performing their work more efficiently and effectively (continuous improvement)

3.2.2. Contributes to the long-term growth of the organization by continuing to improve the quality of services and/or products

3.2.3. Contributes to the success of the organization by satisfying the changing needs of internal and external customers

3.2.4. Provides such an outstanding quality of customer service and/or product delivery that current customers refer new customers on an ongoing basis

3.2.5. Works on goals/projects/tasks without prompting

3.2.6. Puts forth extra effort when needed to complete goals/projects/tasks more quickly

3.2.7. Offers to complete additional unassigned work/goals/projects/tasks (when possible)

4. Life-Long Learning and Professional Development

4.1. Personal Development

4.1.1. Acknowledges when they do not know something

4.1.2. Seeks to acquire knowledge in order to be more competent and to help others

4.1.3. Develops new skills by adopting new methods, techniques, and tools

4.1.4. Pursues a path of personal development that will lead to a more relevant, meaningful, and enjoyable life (self-actualization)

4.1.5. Is active in their professional association and/or networks with other professionals in their field (where appropriate)

4.2.   Organizational Development

4.2.1. Stays informed of ongoing external (social, economic, or governmental) changes that may affect their position, department, and/or organization

4.2.2. Recommends changes to the department or organization

4.2.3. Shares newly acquired technical/professional knowledge and skills that would benefit others

5.   Communication

5.1.   Communication Skills

5.1.1. Consistently utilizes effective listening skills (eg. listens twice as much as they speak)

5.1.2. Helps to keep team members informed of changes

5.1.3. Consistently utilizes effective writing skills

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5.1.4. Adapts their style of communication to better suit the needs of the individual they are attempting to communicate with

5.2. Communication Methods/Processes

5.2.1. Contributes to group discussion by sharing ideas
5.2.2. Encourages others to share their ideas
5.2.3. Respects others privacy and confidentiality
5.2.4. Follows the organization's technology use policy
5.2.5. Demonstrates effective verbal communication skills
5.2.6. Demonstrates effective non-verbal communication skills

6. Negotiating or Conflict Resolution

6.1. Identifies customer or employee issues when a conflict first arises by listening to and trying to understand their specific wants, needs, and concerns
6.2. Helps others to resolve issues in conflict by focusing on facts and not emotions
6.3. Mentors others to help them resolve issues (when appropriate)
6.4. Seeks assistance from qualified professionals, such as a supervisor or human resources specialist, to resolve situations involving harassment, bullying, violence, and other serious matters
6.5. Respects privacy, confidentiality, and personal boundaries

7. Self-Concept and Confidence

7.1. Self-Concept

7.1.1. Projects an objective view of self
7.1.2. Has a healthy regard for self and others
7.1.3. Effectively manages their personal emotions
7.1.4. Considers themselves equal to others

7.2. Confidence

7.2.1. Acknowledges one's own strengths and weaknesses
7.2.2. Functions well in ambiguous situations by maintaining composure and self-control
7.2.3. Assumes responsibility and/or leadership when required
7.2.4. Remains humble when acting in a formal or informal position of leadership

8. Problem Solving/Decision Making

8.1. Views work-related problems as challenges
8.2. Helps others to view problems as challenges and even opportunities

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8.3. Uses effective problem-solving techniques to find safe and suitable solutions to work-related challenges

8.4. Seeks input from others to solve work-related or customer-based challenges

8.5. Effectively identifies the root problem as opposed to the symptoms of a problem

8.6. Describes a challenge in its simplest and clearest terms

8.7. Assesses and analyzes a problem by using various techniques such as six thinking hat, Kepner Tregoe method, and six sigma

8.8. Engages in research (using experts as needed) to determine the most efficient and effective solution(s) to a problem

8.9. Avoids impulsive behaviour when working on solution(s) to a problem

8.10. Accommodates people's different preferences in the process of making decisions

8.11. Makes fair and just decisions that contribute to the common good

8.12. Effectively implements solutions in a timely manner

8.13. Works with others (inside and outside of the organization) to achieve success

8.14. Monitors and evaluates solutions and takes further corrective action as needed

9.   Innovative and Creative Thinking

9.1. Is inquisitive and continually asks 'why', 'what if', and 'why not' questions

9.2. Continuously seeks to improve programs, products, and/or services in innovative and creative ways

9.3. Adopts new technological innovations to develop 'new' programs, products, processes, and services

9.4. Utilizes knowledge of industry, inspiration, and imagination to come up with innovative, unconventional, radical, and/or revolutionary ideas

10.   Managing Responsibilities

10.1. Maintains an organized and clutter-free work area

10.2. Sets personal goals and develops a plan to complete projects and assignments in a timely manner

10.3. Works with others to set team goals in order to complete projects and assignments in a timely manner

10.4. Conducts research prior to and after setting goals

10.5. Uses time management and project management tools to schedule activities, projects, and meetings

10.6. Regularly monitors progress and status of goals/projects, and when needed, adjusts schedule and informs stakeholders

10.7. Compares the progress of current goals/projects with that of previous similar goals/projects

10.8. When needed, adopts alternative tools/means/procedures in order to complete a goal/project on time or ahead of schedule

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10.9. Maintains a high level of engagement even when tasks are tedious, highly challenging, and/or extend over a period of time
10.10. After being distracted, quickly returns to their work in order to remain on task
10.11. Prepares in advance for appointments and meetings
10.12. Lets others know as soon as possible if unable to meet a commitment, change a priority, or need help from others
10.13. Consistently arrives to work early or on time
10.14. Is rarely absent

11. Managing Stress

11.1. Maintains composure while under pressure and/or during difficult times
11.2. Remains positive, hopeful, and resilient when experiencing a difficult situation
11.3. Maintains a balance between personal and work life
11.4. Ensures that personal issues have minimal impact on work performance
11.5. Minimizes negative stress during challenging times in order to remain productive
11.6. Helps others remain in emotional control

12. Leadership Style

12.1. Effectively contributes to the organization's vision, mission, and goals
12.2. Adopts a positive leadership style and encourages team members to do the same
12.3. Encourages interest and enthusiasm on the part of others
12.4. Coaches, advises, mentors, and/or counsels others
12.5. Motivates others through recognition, praise, and empowerment
12.6. Promotes a healthy work environment
12.7. Encourages others to be engaged and excited about their work
12.8. Helps team members experience greater satisfaction in their work
12.9. Networks with others outside of the organization in order to build long-term relationships that will benefit the organization
12.10. Contributes to a sense of shared values that unite others to a common good
12.11. Encourages and promotes a culture based on trust, respect, transparency, and authenticity, where no member(s), regardless of position, are treated any better or worse than other member(s)

Specific Roles and Responsibilities

13. Specific to Career and Employment Coordinator

Employment Training and Academic Upgrading

13.1. Work collaboratively with team members, facilitators, community agencies, admission advisors, employers,

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13.2. Support Manager of ET and Assistant Manager of AU on short and mid-term goals, marketing plans, semester planning, future program proposals and student employment success

13.3. Adhere to department reporting and documentation guidelines; generate monthly reports and biweekly updates on all work aspects and projects

13.4. Coordinate, organize, and deliver group and individual orientation sessions as well as professional development opportunities for students

13.5. Provide coaching, support and follow-up to students, graduates and employers; mediate and address performance and behavioural related barriers using tact and diplomacy

13.6. Organize mock interviews in partnership with local employers; co-interview and provide individualized feedback addressing strengths and areas in need of improvement

13.7. Attend internal and external community resource meetings; collaborate with colleagues, team members and community partners

13.8. Interview and assess program applicants to determine RWA and suitability for program

13.9. Train and mentor Employment Specialist on daily operations and delivery of workshops

13.10. Provide guidance and direction to Employment Specialist regarding difficult student issues

13.11. Conduct resume presentations and work with students individually to complete

13.12. Coordinate and organize textbook lists and oversee book day for Employment Training and Academic Upgrading programs

13.13. Coordinate practicum opportunities. Coach students on applying for practicum, liaise with practicum employers, review and sign practicum agreements, provide coaching and support as needed throughout the practicum process to both students and employers, complete practicum close-out duties

13.14. Support students and facilitators with accessing technology and troubleshooting problems with Microsoft 365 applications, Columbia College usernames and password, and other general digital concerns

Attendance:

13.15. Supervise attendance on a weekly basis through an electronic data management system

13.16. Review and make decisions as to Excused Absence requests and Requests for Emergency Leave

13.17. Issue letters to advise students of warning and at-risk status as outlined in the attendance policy

13.18. Initiate meetings with students to address attendance concerns, set short-term goals and coach on issues/barriers experiencing

13.19. Record in Columbia Registration System information on attendance reviews and other appointments

13.20. Maintain the filing of attendance records

13.21. Liaise with faculty and exchange information as appropriate

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Career Services:

    13.22. Professionally represent Columbia College by promoting department programs and services while attending special events, career fairs, marketing presentations, and community resource meetings

    13.23. Conduct individual career planning and decision making appointments with prospects, students and graduates; keep further education report up-to-date

    13.24. Develop and deliver presentations and workshops (internal and external to College) on job search, interviews, professionalism, and other employment and career planning topics

    13.25. Assist manager revise, and/or create College marketing materials as well as career and employment educational materials aimed at students, graduates, and other key stakeholders

    13.26. Follow-up with graduates on their employment status, schedule one-on-one appointments to assist with securing employment; advise on resumes, cover letters, application targeting, mock interviews, and job search

    13.27. Record graduate employment statistics electronically in an accurate and timely manner

    13.28. Develop and deliver career workshops, keep up-to-date with current trends

    13.29. Facilitate program completion presentations (exit interviews), keep reporting up-to-date

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