

Class No.	
Original Date:	March 2021
Revision Date:	
Pay Group:	24

CLASS SPECIFICATION

SUPERVISOR, CAREER DEVELOPMENT CENTRE

NATURE AND SCOPE OF WORK:

This is supervisory and career development work in support of the Career Development Centre (CDC). The Supervisor, Career Development Centre is primarily responsible for supervising the day-to-day tasks of the Career Development Advisors and Student Career Ambassadors, providing them with guidance and coaching. This position ensures the CDC is operating efficiently and effectively by meeting the complex and varied career development needs and services provided to prospective and existing students, alumni, faculty and CapU's regional campuses. This position will also provide the full range of career development services, including career exploration, workplace culture, career decision-making, personal and career assessments, cover letter and resume writing, personal branding, establishing an online presence, interview preparation and skills development, professional skills development, skills articulation, labour market research, networking, establishing a professional network, salary negotiations, and thriving in the workplace. The Supervisor will also play a key role in developing and promoting initiatives that enhance the student experience through the CDC. This position reports to the Manager, CDC.

ILLUSTRATIVE EXAMPLES OF DUTIES:

- Supervises the day-to-day operations of the CDC including: supervising staff; addressing staff concerns; planning and coordinating work flow; planning and coordinating term programs, events and workshops; assigning, prioritizing and evaluating work assignments; verifying student employee time sheets; preparing work schedules and reviewing vacation schedules; participating in selection committees; meeting with staff and student employees regularly; and providing input on performance evaluations.
- Provides support and direction to the Career Development Advisors and student employees; addressing issues that require escalation.
- Works closely with the Employer Engagement and Experiential Learning Facilitator to ensure initiatives meet the needs of the campus community.
- Assists with design and presentation of workshops on various career development topics and conducts presentations to promote the CDC across faculties.
- Creates career-related materials based on current best practices and industry trends.
- Assists in the coordination, marketing, recruiting and implementation of career-related events both on and off-campus.

- Responds to student, staff and faculty inquiries relating to programming and services.
- Keeps up to date with employment trends, salary trends, latest hiring practices and the labour market through news articles, magazines, statistics and other reliable mediums.
- Identifies and provides input to increase operational efficiency or enhance the student experience to the manager.
- Provides input to the operational plan of the CDC, as well as suggestions and ideas on the strategic direction of the CDC to the manager.
- Oversees and supports the Student to Employment Program (STEP).
- Oversees the CDC's student Career Development Ambassador employment programming by marketing, recruiting, training, planning workflow, evaluating, meeting, implementing CapU GROW and supervising student employees.
- Oversees the CapU GROW and similar interventions for student employees, promoting the program by providing training, check-ins and evaluation to other supervisors of student employees at the University.
- Promotes the services to increase the profile of the department throughout the University and to external stakeholders.
- Escalates concerns and sensitive issues concerning students and employers immediately to the manager.
- Trains and updates staff and student hires in new and existing policies, procedures, and systems.
- Raises technical concerns or issues staff have with Career Hub and work with IT or Orbis to resolve issues.
- Maintains consistent and frequent communication with all team members, sharing best practices, new resources, students' and employers' concerns and feedback.
- Develops and maintains effective relationships and provides excellent customer service to the internal CapU community.
- Develops and creates new programs and events that enhances students' career-ready skills.
- Composes correspondence, documentation, form emails and policies related to operations.
- Attends departmental meetings as scheduled and chairs meetings as required.
- Takes on the full range of other staff and career advising responsibilities in times of absences, limited coverage or as warranted by operational need.
- Ensures metrics of the CDC are collected, analyzed, reported and shared appropriately to recommend operational or programmatic improvements.
- Works with the manager to establish and implement CDC goals, objectives, targets, strategies, and best practices in an ongoing effort towards continuous improvement.
- Initiates discussions and responds to enquiries from students, staff, faculty and administrators on the responsibilities described in this class specification.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of career management systems such as Orbis.
- Thorough knowledge of the local business community, market and salary trends, career opportunities and hiring practices.
- Thorough knowledge of career development theories, strategies and practices.
- Thorough knowledge of University policies and programs.
- Thorough knowledge of business English, spelling and arithmetic.

- Considerable knowledge of word processing, database, web posting and spreadsheet applications.
- Thorough knowledge of e-mail and internet use.
- Thorough knowledge of modern office practices and procedures.
- Ability to represent the University in the local business community and to promote University programs, graduates and students.
- Ability to interview students, employers and potential candidates.
- Ability to assist students with career planning, career exploration, resume preparation and career search skills.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with other employees, students, alumni community, business groups and the general public.
- Ability to provide a high level of customer service, to handle complaints and/or suggestions, and to resolve conflicts.
- Ability to maintain confidentiality and to exercise tact, diplomacy and sensitivity when dealing with students, alumni, employers, other employees, business groups and the general public.
- Ability to problem solve, organize, prioritize, and meet deadlines in a fast-paced ever changing environment.
- Ability to comprehend, analyze and prepare reports related to service and operational metrics.
- Ability to adapt to changing situations with ease.
- Ability to assist in assembling and organizing information obtained from a variety of sources.
- Ability to act with independence of judgement and a minimum of supervision.
- Ability to work occasional evenings, weekends and attend events and/or meetings off-campus including regional campuses.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to be flexible and resourceful in the performance of job duties.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree in business, communications, or a related field.
- Five years of experience in career services or human resources, including one year of supervisory experience. Experience must include advising students on career development preferably in a post-secondary environment and extensive presentation and group facilitation skills.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- N/A