Experiential Learning Services Administrator

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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Experiential Learning Services Administrator

Experiential Learning

Temporary full-time from December 9, 2019 to December 9, 2021

Hiring #: 2019-0646

Please read the Application Instructions [1] before applying

The Experiential Learning department plays a critical role in fostering student success and employability and supports the institution’s commitment to providing students with opportunities to apply their learning in real-world contexts. The department includes Co-operative Education, Work-Integrated Learning, Workplace Partnerships, Co-curricular Engagement and Learning, and Career Education and Development Services, with these critical programs supported by business operations, systems management, and marketing and communications. The University has the fourth largest co-operative education program in Ontario, with over 3,500 participating students. Thousands more engage in a broad range of co-curricular learning opportunities.

The Experiential Learning (EL) Services Administrator is responsible for supporting Experiential Learning programs and services that are coordinated through the Experiential Learning Hub. The main responsibilities of the position are to administer internal and external recruitment activities (account registration, job postings, applications, interviews, follow-ups and offers), track experiential learning activities (experiential placements in courses, activity tracking, employment/activity records, and reflection and experiential records), audit for data integrity and provide administrative support for the Systems & Process team.

This position is meant to serve any and all colleges and experiential learning programs and will be required to understand the programs from each area that are supported within the system. They will liaise with a variety of EL Hub stakeholder groups, including external employers and community partners; alumni, students, faculty and staff of all levels.

The EL Services Administrator:

- Is the first point of contact with employers, staff and faculty as it relates to experiential learning support;
- Connects stakeholders to Experience Guelph, an Outcome product by Orbis Communications, providing guidance to ensure that navigating the system and process is as easy and efficient as possible;
- Verifies and enters employment activity records, updating thousands of records with validated hours worked;
- enters and updates hundreds of course descriptions for all experiential learning courses found in the Experiential Catalogue;
- acts as the primary administrative support person for all EL activity validators and program coordinators;
- works closely with the Experiential Learning Specialist in tracking experiential activities offered through courses, programs and/or clubs;
- provides program support for on campus employment, Work Study, URA, USRA, and other programs tracked through the system;
- approves employer accounts in the system, liaises with existing and new employers to support the job posting and application process, manages interview activity and updates statuses, and abides by the EL Hub's recruitment Standard Operating Procedures for all guidelines pertaining to follow ups and offers;
conducts an audit of existing contacts and student employment and activity records, ensuring all identified reporting data has been entered in compliance with departmental and postal standards;
provides vacation and lunch coverage to other members of the Employment Services Team.

Requirements of the position include:

- One (1) year Community College program, preferably in Human Resources, Office Administration or a related field, along with at least one (1) year previous experience within a Human Resources/Client Services or Administrative Office, preferably in a post-secondary educational environment. A relevant combination of education and experience may be considered.
- Superior customer service skills;
- Advanced knowledge of Office 365 (including Teams and the MS suite of software (Word, Excel, PowerPoint, etc.);
- Must have a high degree of accuracy and attention to detail along with outstanding written and oral communication skills;
- Essential to have excellent multi-tasking skills while working in an often-stressful environment with competing deadlines;
- Ability to deal with employers, students and UofG staff using tact and diplomacy;
- Knowledge of university policies and procedures preferred;
- Experience with an Orbis-based software is an asset.

Classification               USW, Local 4120 Salary Band 3
Normal Hiring Range   $21.12 - $23.58 per hour

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 11 18
Closing Date: 2019 11 25

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/experiential-learning-services-administrator

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply