

Director, Employment Relations – Co-operative Education

Date:	June, 2017	GRADE:	USG 17
Reports to (Job Title):			Executive Director
Jobs Reporting (Job Titles):			Regional Manager
Location:			Waterloo Campus

Primary Purpose

The incumbent is accountable for the North American, employment relations strategy, taking into consideration the expectations of the University, department, students and employers. Key aspects include developing and maintaining appropriate employment opportunities for Waterloo students and graduates to achieve employment targets and goals. This involves ongoing liaison and development of partnerships with all sizes of employer organizations, in all industry sectors across Canada and the United States, particularly with senior leadership within these organizations. The Director, Employment Relations, leads, develops and supports regional teams of staff, working from home offices across Canada. The teams develop new employer hiring relationships as well as retaining and growing existing employer relationships, while ensuring appropriate support for students on and between work terms. In partnership with our Student & Faculty Relations and Communications & Marketing teams, the incumbent is accountable for identifying strategic employment goals, creating and executing marketing strategies, to develop and maintain appropriate employment opportunities for co-op students and graduates; identifying and delivering services to employers; and ensuring appropriate support of co-op students. The incumbent plays an active role in managing relations with these employers, and in the development of diverse approaches to relationship management, as appropriate to the diversity of employers.

Employment Relations provides employment support and services for the majority of Waterloo students seeking co-op employment with employers other than for on-campus and international employment.

Key Accountabilities:

1. Develop and implement employer relations strategies to ensure appropriate employment opportunities for Waterloo students and graduates. This involves:

Collaborating with several executive team members to create strategies, goals and targets

North American labour market analysis to forecast and adapt to trends & new program needs

Engaging and leading the team to enhance and implement strategies, goals and tactics to achieve targets

Developing, testing and implementing diverse approaches to attracting and retaining employers new to hiring from the University of Waterloo.

Personally liaising with key employers at all levels to build strong relationships with Waterloo, and to understand employer needs and priorities for ongoing enhancement of services and support provided

Strengthening and maintaining regular contact with employers in business, industry and government to ensure adequate and appropriate job opportunities are available for co-op students and graduates, as well as long term retention of quality employers

2. Provide an excellent experience for employers recruiting from Waterloo including

Advice on successful recruiting practices through job postings and marketing to students

Analysis of current practices to identify best practices and opportunities

Providing leadership in the development of measures, ongoing assessment and maintenance of high levels of employer satisfaction

In collaboration with other Executives, developing and managing a productive employer recognition program

Ensuring that employers have equitable access to students, and that students have equitable access to employment opportunities

3. Ensure work term success for students and employers by:

Ensuring appropriate support for students and their supervisors to ensure the safety of students, a quality work experience and to deepen the learning associated with the work experience

Supporting the resolution of conflicts between students, employers and related constituents
Partnering with employers, students, Faculties and on-campus partners to achieve ongoing support for and success of co-operative education programs

4. Lead and manage direct reports and ensure the delivery of results in support of Co-operative Education & Career Action mission, vision and guiding principles including:

Providing information and context needed for employees to be effective

Hiring, developing and retaining the best qualified staff available from inside or outside CECA.

Setting goals, targets and expectations while helping employees create clear paths to success

Developing effective work team dynamics within a progressive and productive environment

Ensuring appropriate back up, support and cross training to manage capacity

Holding employees accountable for performance including consistent application of CECA processes

Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.

Identifying development opportunities in others and co-creating with the employee a development plan; regularly following up on the progress of development

Planning and managing the Employment Relations budget

5. Provide overall leadership to the organization by:

Personally championing mission, vision and guiding principles and playing a leadership role in bringing them to life

Providing leadership, direction and strategic planning for CECA in partnership with Exec team

Monitoring business practices to ensure that CECA has the appropriate practices and processes to work effectively internally and represent Waterloo externally

Developing productive, collaborative working relationships across CECA and uWaterloo

Leading or contributing to the identification, development and implementation of projects to improve service quality, relationships, stakeholder satisfaction, process efficiencies and effectiveness, staff capability and performance

Developing internal/external customer service standards, monitoring satisfaction with service delivered and taking action to restore and enhance service quality

Position Requirements

Education:

University degree
Human Resources accreditation an asset

Experience:

Minimum 10 years management experience

Sales and service, management experience potentially within a recruitment environment

Proven expertise in developing and successfully implementing strategy including process re-design

Ability to adapt skills and experience to a new environment

Proven skill in relationship management and achieving results using a collaborative approach

Demonstrated success in leading change efforts

Excellent verbal, written and presentation communication skills

Demonstrated high level of organization and ability to manage high volumes of activity and change

Technical:

MS Word	Excel	PowerPoint	Other
Average	Average	Average	MS Project: Average ability to track or manage simple projects

Nature and Scope

Interpersonal Skills:

This role requires a very high level of leadership, negotiation and influencing skills, and the ability to apply them in highly varied situations, from work-term or recruiting problems escalated by students or employers, to introducing the concept of co-op to prospective employers, from junior campus recruiters to senior executives.

Level of Responsibility:

This role involves direct management of 5 regional managers and indirect management of staff reporting to those managers. Staff work from home offices across Canada.

Problem Solving

Problems from individual conflicts to systemic process problems will be resolved by the incumbent. Potential risks include loss of jobs and employers, failed work terms for students, compromised

student safety in a work place, staff member safety and conflict, lack of staff productivity, and reputational risk for the University.

Financial Accountability

The role is accountable for staffing, equipment, travel and associated costs for the unit. The incumbent approves staff travel expenses and signs off performance evaluations and ratings for indirect reports.

Internal and External Contacts

Internal

Department Executive and management team; student representatives; Faculty & College Heads; Associate Deans Co-op; Student Success Office, Advancement, Office of Research, Office of Development & Alumni Affairs, Communications & Public Affairs, Government Relations, Human Resources, Counseling Services, Conflict Resolution and other on-campus support services as required. The incumbent is a member of the Co-operative Education Council and of the on-campus Leadership Forum.

External

Senior business leaders and HR strategists of domestic, international and multi-national organizations; Waterloo alumni; government officials and trade organizations; co-op leaders and practitioners at post-secondary institutions world-wide; external suppliers of consulting services or products

Decision-Making Authority:

The incumbent is accountable for decisions within the unit, including hiring decisions and performance evaluations, and uses judgment to determine when and how to escalate issues to the Executive Director or elsewhere at Waterloo. The incumbent will make decisions on the appropriate support to employers and students on and between work terms, involving others when required.

Physical and Sensory Demands:

This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.

Working Environment:

Involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The incumbent is required to travel in Canada and the U.S resulting in unusual hours, and deals with challenging and stressful people situations including managing team and individual performance, managing people through change, and resolving student or employer complaints. There may be unusual hours or schedules (e.g. interacting with a student or employer in a different time zone), irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and constant interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests, varying student volumes at different times of year).



Human Resources
General Services Complex
University of Waterloo
200 University Avenue West
Waterloo, Ontario, Canada N2L 3G1
519 888 4567 ext. 35935

contact us | give us feedback | <http://www.hr.uwaterloo.ca>