



## University Information

**Org/College:** [Office of the Provost](#)

**Department:** Pomerantz Career Center

**UI Job Code:** PCE2

**Pay Level:** [4A](#)

**Job Function:** Academic Support

**Job Family:** [Educational Support Services](#)

**University Classification:** Educational Support Services Specialist

## Department Information

**Org/Dept/Sub-dept #:** 02-2140-00000

**Position #** 00162963

**Working Title** (if applicable): Employer Engagement Specialist and Career Coach (one year term position)

**This Position Reports to** (Title/Position #): Director, Community & Employer Engagement // #00109538

**Position Has Administrative Supervision?** ☒ No ☐ Yes

## Position Information

**Position Overview:** Provide comprehensive career coaching to undergraduate student population with multifaceted career needs and interests (50% of role). Help students identify and pursue career goals and appropriate educational and experiential preparation. Create, facilitate, and evaluate career education workshops. Guide students in the internship/job search/graduate school admission process by assisting them with resumes/cover letters, developing search strategies, networking, and interviewing skills. Collaborate with campus partners including academic departments/faculty. Work with office team and career community coaching partner(s) to help plan, staff and promote events and encourage campus-wide utilization of career services.

Project area (50% of role) will contribute to community and employer relations work, through assisting with overall recruiting program connecting employers with students and helping staff career fairs and similar events. Specific responsibilities include 1) collecting relevant content, writing, and distributing employer newsletters to inform and engage those recruiting students 2) assisting with employer/job approvals within Handshake recruiting portal 3) planning and facilitating "3 Questions with an Employer" during pre-determined staff meetings to keep staff current on skills and hiring needs across industries or similar; and 4) interviewing employers, alumni, etc. and recording sessions into videos for web/social media, etc., or developing other similar modes to provide scalable student access to explore different industries and roles.

This is a one-year specified term position that may be renewed on an annual basis pending budget approvals and the ongoing needs of the department.

**Salary:** \$47,000 - \$52,000

**Campus Location:** Pomerantz Center

**Work Modality:** Hybrid

**Percent Time:** 100%

## What You Do: (Key Areas of Responsibility)

**Enhance and Support Student Educational Experiences and Increase Retention. Foster a Sense of Community and Engagement for Students**

- Assists undergraduate students with career decision-making, experiential learning opportunities, and job/internship search strategies.
- Advises, orients, and assists students, faculty, and staff in the use of occupational and job search resources.

<p><b>(PCE2):</b> Provide a broad-range of programs and services focused on specific student populations that support the educational experience and retention of current or prospective students. Monitor the academic, career and personal goals/needs of a student and provide individual guidance and assistance. Discern students' needs and arrange for accommodations and services as appropriate. May manage a case load. Compile and prepare reports based on unit goals and make recommendations to the unit.</p>	<ul style="list-style-type: none"> <li>• Reviews, updates, and expands career resources covering a wide range of careers, educational/training requirements, job outlook, employment environments, job search aids, career/lifestyle, government information, etc.</li> <li>• Maintains a comprehensive knowledge of complex changes in the workplace and economic outlook as they impact students' career choices, preparation, and employment.</li> <li>• Stays informed of other campus resources that support student success.</li> <li>• Prepares and distributes specialized reports and information as requested.</li> </ul>
<p><b>Student Growth, Development and Success (PCE2):</b> Develop tools and strategies to meet unit goals for learning outcomes with respect to student growth, development, and success. Coordinate and/or implement advising strategies and programming that facilitate student growth, development, and success. May represent unit on various campus committees, task forces and initiatives. May teach courses focused on student success. May collaborate/coordinate student success programming with other offices or external constituencies.</p>	<ul style="list-style-type: none"> <li>• Collaborates with assigned departments/colleges and fellow career coaches to assess and address career development needs of undergraduate students.</li> <li>• Assists with developing learning outcomes for workshops/initiatives related to student success with multiple departments across campus; plans, executes, and assesses a broad range of career development workshops/initiatives aimed at achieving those outcomes.</li> <li>• Provides feedback that contributes to students' career success.</li> <li>• Continually learns and remains current on hiring/graduate school/technological trends and shifting needs of undergraduate students to inform coaching meetings and programming strategies.</li> </ul>
<p><b>Establish and Maintain Relationships with Partners to Provide Educational Support Services. Partners Include on-campus Units and External Agencies (Local, State, National and International) (PCE2):</b> Plan, organize and coordinate projects and events with partners to meet program goals. Coordinate communication with partners. Collaborate with partners to maximize resources and connections.</p>	<ul style="list-style-type: none"> <li>• Maintains relationships within assigned campus departments and serves as a liaison to internal and external entities, including university faculty, academic advisors, and employer partners, to support student career development.</li> <li>• Collaborates with Pomerantz Career Center colleagues, campus partners, and external employers to connect students with regional and national networks, and to support campus outreach and engagement efforts.</li> <li>• Develops, plans, and facilitates professional and career development workshops with stakeholders aligned with office priorities and student needs.</li> <li>• Specializes in employer recruiting best practices for full-time roles and internships across all sectors including start-ups, and non-profits; stays informed on current recruitment, hiring, and retention trends to advise employers effectively.</li> <li>• Acts as content specialist for the Handshake recruiting system, assisting with employer/job approvals.</li> <li>• Actively participates in Employer Team meetings as well as Career Coaching meetings and contributes to office and campus-wide initiatives as appropriate.</li> </ul>

<p><b>Initiation and Planning (PAE2–Project Coordinator)</b>  <i>Work with project sponsors to develop business case. Develop and maintain Project Charter, Stakeholder Register, and Project Management Plan including Scope Statement, Project Schedule, project requirements, deliverables, etc. Assemble project team, assign individual responsibilities, identify resources, and develop schedules to ensure timely completion of project. Estimate costs, develop project budget, identify resources, document issues, and develop risk register.</i></p>	<ul style="list-style-type: none"> <li>Plans, coordinates, and facilitates “Three Questions with an Employer,” or alternate format, to help colleagues understand the ongoing hiring needs of our employer partners.</li> <li>Interviews employers and/or alumni, developing video, or similar resources, for students to explore different industries and career paths.</li> <li>Evaluates success of initiatives using learning objectives and assessment techniques to inform future planning and continuous improvement.</li> <li>Collaborates with community and employer relations and coaching teams to identify potential employers or alumni to participate in above initiatives.</li> <li>Collaborates with Assistant Director, Creative and Marketing and Content Specialists to incorporate resources into PCC website, My Career Path or and other student resources.</li> </ul>
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## Universal Competencies

<p><b>Collaboration/Positive Impact:</b>  <i>Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> <li>Shares appropriate information/feedback openly, professionally, and respectfully.</li> <li>Models open, respectful, accepting, and supportive behaviors with team members.</li> <li>Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.</li> <li>Aligns expectations for self and team to achieve work objectives and overcome obstacles.</li> </ul>
<p><b>Service Excellence/Customer Focus:</b> <i>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> <li>Enhances service by seeking ways to add value to customer interactions/services.</li> <li>Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.</li> <li>Listens to feedback without defensiveness and uses it to enhance communication effectiveness.</li> <li>Communicates in alternative ways to accommodate different listeners.</li> </ul>
<p><b>Welcoming and Respectful Environment:</b> <i>Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S.</i></p>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> <li>Maintains productive work relationships while considering multiple perspectives.</li> <li>Resolves cross-cultural conflicts effectively.</li> <li>Understands and describes the unit’s commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and the reasons for its importance.</li> <li>Contributes to a welcoming and respectful workplace environment as described above.</li> </ul>

veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.

Staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#)

### How You Do Your Job: (learn about competencies and proficiency levels [here](#))

**Decision Making and Critical Thinking (PCE):** *Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately and reach productive decisions.*

Proficiency Level: WORKING

- Assists in assessing risks, benefits, and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in a decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

**Relationship Management (PCE):** *Ability to establish and build healthy working relationships and partnerships with colleagues within and external to own unit, those to whom services are provided, vendors, the public, regulatory/governmental agencies, etc., all of whom may be seen as "customers" or receivers of services provided by the University.*

Proficiency Level: WORKING

- Demonstrates a collaborative style when working with students, colleagues, campus partners, and employers.
- Monitors satisfaction levels on a regular basis.
- Alerts own team to problems in satisfaction.
- Ensures prompt and effective response to requests and interactions from stakeholders.
- Works with stakeholders to address critical issues and resolve major problems.

**Project Planning and Organization (PAE):** *Knowledge of tools and techniques for planning, estimating, resourcing, and scheduling projects*

Proficiency Level: WORKING

- Organizes and monitors assigned initiatives and tasks.
- Tracks progress and ensures timely completion.
- Communicates and collaborates with participating stakeholders.
- Works with internal record-keeping and policy/protocol guiding employer/job approvals.

**Career Counseling (PCE):** *Knowledge of career development counseling and the ability to provide career advice and coaching to students.*

Proficiency Level: WORKING

- Provides general career advice and coaching for assorted topics like resume writing, interview skills, etc.
- Assists students in organizing ideas for their career and occupation; assists in planning career paths.
- Helps students align career priorities with their interests, skills, values, providing alternative career path options for exploration.
- Suggests and assists students with career assessment results and next steps for exploration and decision-making.
- Assists students with employer interactions, e.g., career fair support, networking, and professionalism.

**Facilitating Student Development, Success, and Outcomes (PCA):** *Knowledge of and ability to work developmentally with students;*

Proficiency Level: WORKING

- Plans, organizes, and manages student appointments to enhance development and learning outcomes.

<i>ability to promote student learning, development, and success by utilizing effective coaching approaches adapted to individual student situations.</i>	<ul style="list-style-type: none"> <li>Reviews students' career knowledge and progress and assesses the developmental or learning issues that impact growth.</li> <li>Provides feedback to students and recommends specific activities and resources that aid/guide development.</li> <li>Applies appropriate skills to students' interactions based upon stage of development, situation, etc.</li> <li>Records the results of student appointments and corresponding follow-up measures.</li> </ul>
<b>Communicating for Effective Relationships (PCA):</b> <i>Knowledge and application of communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner</i>	<p>Proficiency Level: WORKING</p> <ul style="list-style-type: none"> <li>Demonstrates an understanding of alternative points of view.</li> <li>Explains issues in alternative ways to accommodate different listeners.</li> <li>Demonstrates both empathy and assertiveness when communicating a need or defending a position.</li> <li>Employs appropriate methods of facilitating collaborative communication.</li> <li>Works with others to address critical issues, resolves problems, and persuade or influence toward appropriate resolutions.</li> <li>Makes oral presentations and writes reports needed for own work.</li> <li>Delivers helpful feedback that focuses on behaviors without offending the recipient.</li> </ul>
<b>Position Qualifications:</b> <i>(for recruiting purposes only, fill when replacing position)</i>	
<b>Education (or equivalency) Required</b>	A Master's degree in Student Affairs, Counseling, Higher Education, or related field, or a bachelor's degree with equivalent combination of training and experience providing a comparable level of expertise.
<b>Experience Required</b>	Reasonable experience (1-3 years) of advising, coaching, teaching, training, counseling, career services, or other in a related academic or helping profession.
<b>Competencies Required</b>	<p>Demonstrates a WORKING proficiency level in:</p> <ul style="list-style-type: none"> <li>Knowledge and ability to provide career advice, coaching, and assistance with career decision-making and internship/job search preparation, search, and strategy.</li> <li>Effective communication and the ability to build and maintain relationships with individuals and groups.</li> <li>Ability to plan, manage and facilitate educational/instructional workshops, programs, or related initiatives.</li> <li>Ability to work collaboratively to organize, execute and evaluate events involving multiple stakeholders.</li> <li>Ability to think creatively and develop/pilot new methods of meeting the changing career needs/expectations of undergraduate student population.</li> </ul>
<b>Desirable Qualifications</b>	<p>Demonstrates a WORKING proficiency level in:</p> <ul style="list-style-type: none"> <li>Experience working 1:1 and/or in groups with college students.</li> <li>Familiarity/experience with career assessment tools.</li> <li>Familiarity and experience with tools and techniques for creating scalable digital resources to support student career development.</li> </ul>