The primary purpose of this position is to provide excellent service to a variety of University Career Services (UCS) customers (i.e. students, employers, alumni, parents, faculty, staff, and community members) and, in particular, those participating in the On-Grounds Interviewing Program. The Employer Relations Coordinator will also provide assistance relative to the CAVLink system, job postings, career fairs, open houses, workshops, and other projects as needed. The Employer Relations Coordinator will have the unique opportunity to positively impact a broad range of programs and services offered by UCS.

Reporting to the Assistant Director for Employer Relations, the Employer Relations Coordinator works with a team to maintain existing and develop new relationships with employers who have an on-going interest in the employment potential and careers of University of Virginia students and alumni. They will gain valuable experience in collegiate recruiting, data analysis and program management.

**Customer Service**

- Serves as the primary on-site (4th floor of Bryant Hall) contact for the On-Grounds Interviewing (OGI) Program. Provides excellent customer service to all program users (i.e. students, recruiters, University staff, and guests). Greets participants, follows appropriate check-in procedures, directs participants to interview suites, and explains program policies and procedures as needed.
- Builds relationships with new and frequent recruiters; provides a friendly and welcoming atmosphere that encourages lasting relationship development.
- Responds to recruiting questions from students and employers via e-mail or telephone; assists students and employers with troubleshooting issues in the CAVLink system; directs resources or referrals to appropriate person; follows up when appropriate; answers calls and emails in a timely manner; handles issues courteously.
- Maintains the confidentiality of student personal and academic data, the unauthorized and indiscriminate release of which is constrained by either legislative guidelines or ethical standards; exercises good judgment in the release of information of any student information to employers, especially with regard to special student populations legally protected against discrimination or unfair treatment.
- Ensures that coffee and water services are available to students and employers; directs recruiters to services for lunch, parking, space reservations, tours, etc.; sends recruiters information about completing on-line OGI evaluations.
- Assists students and employers conducting virtual (Skype or telephone) interviews on suite level; checks in virtual interview participants and explains procedures and technology.
- Prepares materials for next day’s interviews, including generating and printing interview schedules and assigning interview suites.
- Ensures interview suites are ready for next day's interviews, including stocking supplies and locking suites after recruiters depart; maintains daily list of suites used for Bryant Hall housekeeping staff.
- Provides assistance for UCS-sponsored events including the Fall Focus Series, Professional and Graduate School Fair, Fall Job and Internship Fair, Spring Job and Internship Fair, and Recruiters’ Forum; may participate in Summer Orientation and Family Weekend in collaboration with other UCS staff.

**Employer Development/Reporting and Assessment/Technology Assistance**

- Serves as a primary contact for employers interested in posting jobs for U.Va. students.
- Collaborates with Job Developer to process and respond to all electronic and print job/internship posting inquiries from employers; reviews CAVLink jobs to ensure that postings are up to date; archives postings as needed, and provides feedback to employers regarding areas of their job descriptions that could be improved.
- Collaborates with Assistant Director of Employer Relations and Job Developer to utilize widgets, job blasts and other features within CAVLink designed to increase student awareness of job
opportunities posted with the system; monitors student views of positions posted by leads and modifies marketing efforts as needed to assist employers with attracting appropriate applicants.

- Performs weekly, monthly, and semesterly reports that assess job and internship postings, OGI activity, employer feedback and more.
- Contributes to research and analysis that supports job development activities
- Assists with CAVLink employer database management by managing addition of new employer contacts and updates to existing contact information; conducts periodic phone campaigns to ensure that UCS has accurate contact information on file for each organization and that the appropriate contact is receiving messages from the Employer Relations team; collaborates with student workers to ensure contact and employer notes are properly added into CAVLink;
- Maintains and updates records in CAVLink as requested by Assistant Director of Employer Relations. Updates and manages OGI kiosk technology as needed.
- Collaborates with Assistant Director of Employer Relations with additional employer relations tasks as assigned

**General Administrative and Operational Support – 15%**

- Provides administrative support to other Employer Relations Team members as needed (includes scheduling of group meetings, search committee assistance, travel planning, organization of reimbursement requests, space and catering reservations, etc.)
- Manages OGI inventory; Practices general inventory records management for efficient procurement process.
- Responsible for all food ordering for OGI and Employer Relations related programs and is knowledgeable of University catering guidelines and procedures.
- Collects lunch delivery forms from recruiters and places daily lunch orders in an efficient and timely manner; Serves as the primary contact for food vendors.
- Collaborates with Business Operations Team to ensure related policies and procedures are followed during performance of work (e.g. budgets, procurement, catering arrangements, business meal guidelines, travel planning, reimbursements, document retention, space reservations, etc.)
- As time permits, serves as a back-up to the Customer Service/Information Manager and provides excellent customer service to all constituents via telephone and in-person; schedules appointments, manages the walk-in and check-in processes; provides career assessment instructions, greets visitors, etc. Remains knowledgeable of all UCS programs and services and information desk procedures in order to effectively serve in this back-up capacity

**Required Qualifications**

- Minimum of Bachelor’s degree (or expected May 2015 Bachelor’s degree) OR 5 years equivalent related experience with a minimum of 2 years customer service experience
- Ability to work effectively with students, alumni, faculty and employers
- High attention to detail
- Strong verbal and written communication skills
- Ability to manage multiple projects
- Ability to organize and prioritize assignments
- Interpersonal skills
- Proficient skills related to Microsoft Excel, Microsoft Access and data analysis

**Preferred Qualifications**

- Bachelor’s degree
- Related university or professional experience
- General knowledge of human resources and/or college recruiting
- General knowledge of career services

The University of Virginia is an Equal Opportunity and Affirmative Action Employer. Women, Minorities, and Persons with Disabilities Are Encouraged to Apply.