

# Living Our Vision, Mission and Core Values

## Employment Specialist

This document incorporates feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of an employee working as an Employment Specialist living our vision, mission and core values. These behaviours help form the performance culture expectations of the Employment Specialist position at triOS College and Eastern College.



## VISION

To improve lives  
by sharing our knowledge  
and passion for excellence.



## MISSION

Helping students become  
job-ready graduates.



## VALUES

To practice:

- Integrity** Do what we say we will do
  - Dedication** Strive to be the best we can be
  - Readiness** Recognize and react positively to change
  - Respect** Treat others the way they want to be treated
- ... in all of our relationships.

# Performance Culture – Employment Specialist

The role of the Employment Specialist is to successfully place students into internships, and graduates into jobs, in industry related to their training through business development activities. The ES provides students with the knowledge and support to successfully complete their internship, as well as the knowledge and skills to conduct an independent job search to secure employment.

Below we have identified key behaviours for an Employment Specialist that are in line with our Vision, Mission and Core Values.

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## **Integrity, do what we say we will do**

1. Be accessible to students. Create an environment where students trust you and are comfortable coming to you to discuss their internship and placement opportunities.
2. Meet with student's on-time. Do not make them wait. If you are going to be late communicate this to the AA so that the student can be informed.
3. Provide coaching and guidance to students for job readiness skills including resume development, interview preparedness (mock interviews), and job search skills.
4. Match students with internships related to their studies, skillset, and interests.
5. Match students with job placements related to their studies, skillset, and interests.
6. Circulate industry related job postings to active students and graduates.
7. Coordinate guest speakers for career management classes as well as other classes for employers to speak about their needs today in the profession.
8. Inform students and campus team of student employment success.
9. Proactively identify employers to host students on internship.
10. Provide timely and effective communication and follow-up to staff and students.
11. Follow-up with grads that are not working to help with the job search process.
12. Follow-up with students that don't have an internship to advise on the status and what you are able to do to help them.
13. Identify students earlier in the process that may give up in the job search process because they lack confidence and the dedication it takes to secure a job. Work with this student to instill the confidence needed and impress on them the amount of time it can take to secure a job.
14. Update the campus job board regularly with part-time and full-time job opportunities for students and grads to consider.

## **Dedication, strive to be the best we can be**

15. Make prospective and current students feel welcome and comfortable at the campus. This involves:
  - a. Creating a friendly, inviting, and supportive environment.
  - b. Greeting everyone with a smile.
  - c. Greeting students by name.
  - d. Being dressed in business casual attire.

16. Always answer the phone with a smile.

17. Arrive a minimum of ten (10) minutes before the start of your day to ensure you are organized and ready to go when your shift is to start.
18. Stay current and knowledgeable on the various education programs and outcomes.
19. Stay current and knowledgeable on the various trends and new tools employers are using in the recruitment and job search process.
20. Actively participate in the enrollment process by meeting with prospective students to reassure them that there is help for them with their job search after graduation.

## **Readiness, recognize and react positively to change**

21. Be proactive and adaptable to changing situations.
22. Network with employers and community agencies to develop relationships to work with the college to provide internships and grad job placement opportunities.
23. Find creative solutions for students that face barriers to employment so that they still end up with an internship and job placement upon graduation.
24. Proactively work with students to connect them to internship and graduate job opportunities.
25. Work with the instructor and campus administration team to determine what type of motivation is needed to aid the student that doesn't show any interest in working.
26. Work with other campus ES's when there is an employer that will employ grads/take interns in multiple markets to manage the employer relationship.

## **Respect, treat others the way they want to be treated**

27. Treat everyone with respect.
28. Avoid having personal and sensitive conversations in open areas. Move these conversations to a private office.
29. Be empathetic, show patience and compassion, and be supportive to students that are nervous about their ability to secure an internship and/or job.
30. Maintain professionalism when dealing with students that are agitated and upset. Never appear judgmental, exasperated or annoyed.
31. Maintain confidentiality of the student's personal information and situation.
32. Inspire and instill confidence in students. Make them believe they can be successful in finding an internship and/or job.