

Duke University
Division of Student Affairs
Career Center
Position Description

Associate Director, Employment and Employer Relations

Position Summary

The Associate Director, Employer Relations provides the vision to ensure that Duke graduates and alumni have the employment knowledge, preparation, and opportunities to lead successful, productive, and satisfying careers. The incumbent leads and oversees efforts to design, develop and implement employment and experiential education programs and initiatives, working with direct reports and other professional Career Center staff.

Organizational Characteristics

The Associate Director, Employment and Employer Relations, is one of two senior staff reporting to the Executive Director of the Career Center. The incumbent manages two professionals (in Recruiting and Experiential Education) and two support staff. The incumbent is also responsible for overseeing the employer development work accomplished by Assistant Directors (counselors) in their assigned career fields, and for collaborating with the other Associate Director to achieve the goals of the Center. Both Associate Directors share responsibility for promoting and interpreting the vision of the Center within their respective areas, and for designing ways to ensure that progress is constantly made towards the goals of the Center.

The Associate Director, Employment and Employer Relations, provides

- 1) Strategic direction for employer development efforts
- 2) Leadership of the development of a comprehensive experiential education program
- 3) Oversight of efforts to increase the numbers of employers with whom Duke has relationships by a minimum of 10% a year
- 4) Development of budget models that support programmatic activities related to employer and experiential education programs, and which contribute to a minimum \$10,000 contribution to reserve funds each year
- 5) Direction and support for the development of funding for unpaid internships and career-related travel expenses for disadvantaged students
- 6) Education for all Career Center staff on employment trends that have the potential to affect Duke, or Duke students/graduates
- 7) Leadership in the development and retention of employer relationships, and the solution to problems which impede the building of relationships

Principal Accountabilities

- 1) **Supervision:** Hire, develop, evaluate, and supervise staff, ensuring that work performed is of high quality, is done in the most effective way, and contributes to the goals of the Center. Build a motivating and supportive work environment, which recognizes and nurtures diversity of people and ideas.
- 2) **Leadership:** Play a proactive role in management meetings and goal setting for the entire office. Develop and implement strategic plans for Employer Relations and Experiential Education that support the mission of the Career Center.
- 3) **Technology:** Work with the Division's ITS staff to develop the technical infrastructure to support the work of Employer Relations and Experiential Education, and contribute to overall technical planning for the Career Center. Ensure that programs use technology to maximum efficiency. Regularly evaluate recruiting system, and make recommendations for change as necessary.
- 4) **Systems and Data collection:** Develop, implement and manage employment and experiential education processes, and measure progress towards goals. Ensure that exit, and other surveys are planned and implemented with maximum efficiency, using technology in a cost-effective manner.
- 5) **Problem Solving and Decision Making:** Ensure that problems are solved, and decisions made, in a timely manner and at the right level.
- 6) **Networks:** Build constituent relationships across campus, including colleagues in professional schools, faculty and student groups. Build and nurture relationships with alumni who can advise students on careers and career-related topics.
- 7) **Employer Relationships:** Take personal responsibility for building critical relationships with employers, and oversee efforts of other staff to engage with employers in a systematic way. Play an active role, where appropriate, in Career Center events, e.g., Career Fairs and employer-sponsored events. Assess the value of consortia events and take action as necessary.
- 8) **Act as office spokesperson** for information about employment and internship trends, and Duke-specific employment surveys. Provide information to the Executive Director and other officials on the career decision making and career paths of graduates, including where their eventual career paths lead. (For example, five years after graduation.) Oversee the provision of information to department chairs.
- 9) **Counseling/Advising:** Provide advice to students/graduates in areas relating to the job search, e.g., preparation, research, negotiation, interviewing. Ensure quality of workshops on employment and experiential education issues conducted by other staff. Develop plans to ensure that students represent themselves and Duke well, both in writing and in person.
- 10) **Professional involvement:** Represent Duke at local and/or national conferences. Provide leadership to the professional community by developing and promoting new employer and experiential education initiatives at Duke. Assess and evaluate peer initiatives and make recommendations for change consistent with the office mission. Continually keep up with employment trends and the work world.

Minimum Qualifications

Master's degree in a related field and 5 years of directly related professional experience, including at least 3 years of management experience are the expected minimum credentials. The incumbent must have demonstrated leadership, management and strategic thinking skills. Knowledge of the work world and employment, particularly the hiring of undergraduates and graduate students, is essential, as is understanding of higher education and the career needs of students at highly selective institutions. The following skills are critical:

- a) Ability to build constructive and successful relationships with staff, employers, students, faculty, and other constituents
- b) Ability to solve problems and make decisions in a timely and effective manner, using technology where appropriate
- c) Ability to project and manage budgets
- d) Ability to design processes and structures that support the work of the office
- e) Ability to create a supportive and motivating work environment
- f) Ability to gather and manage data, and to present such information in person, at workshops and in reports
- g) Sound judgment, team management, communication and interpersonal skills
- h) Ability to speak persuasively in small and large groups

This position requires particularly long hours during the recruiting season and the willingness to travel.