**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Coordinator, Centre for Academic Testing

**Job Number:** SO-304

**NOC:** 1221

**Band:** 7

**Department:** Centre for Academic Testing

**Supervisor Title:** Director, Student Wellness Centre

**Last Reviewed:** September 24, 2013

**Job Purpose**

Reporting to the Director Student Wellness, the incumbent is responsible for the operations of the Centre for Academic Testing which includes coordinating Accommodated Tests and Note taking Services as part of the service delivery model of Student Accessibility Services) and in compliance with the AODA. The Coordinator for the Centre for Academic Testing will oversee all bookings for proctoring external exams and Trent University Professor requested exams at the Centre for Academic Testing. As lead hand, the Coordinator will oversee the work of the Program Assistant, and supervise student staff, as well as note-takers and proctors.

**Key Activities**

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| 1. *Operations of the Accommodated Test and Examination Service Office;*
* Interview, hire, supervise, train, and provide performance feedback for the accommodated test and examination proctors, and the Exam Centre Assistants student positions
* Supervise, train, Volunteer Exam Proctors during the December and April Exam Periods;
* Oversees the work of the Program Assistant, Centre for Academic Testing and provides input into hiring decisions and performance management for the position;
* Schedule proctors according to workload demands, availability, numbers of students and the nature of the exam and accommodations being provided;
* Oversee and authorize payroll sheets to confirm hours claimed by proctors and scribes;
* Determine the appropriate testing environment according to each student’s accommodation requirements in accordance with accommodation information provided;
* Book exam rooms according to the University’s room booking policy and procedures;
* Securely collect service fees and late fees and provide receipts before starting an accommodated test or examination;
* Budget management including accounts payable and receivable.
* Update and maintain effective publications for reminders and notification of policies and procedures concerning test and examination accommodations;
* Draft policies and procedures related to the operation of the Centre for Academic Testing;
* Maintain records of students approved for accommodated tests and examinations;
* Maintain records of accommodated tests and examinations and produce reports on an annual basis;
* Distribute final exam reminders by mail and email according to established policy and procedures;
* Produce electronic and back up final examination sign in sheets and update on an ongoing basis;
* Communicate with students, Professor’s , Department Secretaries, Student Accessibility Services and Distance Education by telephone and email concerning accommodated tests and exams;
* Distribute and/or email all exam accommodation requests to designated faculty members as per established procedures;
* Photocopy or scan tests, examination and documents, in accessible formats as indicated by the student’s accommodation information;
* Perform proctor and scribe services for exams, and when necessary cover proctors for breaks and professors for question periods, ensuring the integrity of the exam process at all times;
* Label, move or arrange for moving and keep track of chairs and podiums that are required by students in their testing environments;
* Ensure that the computers, laptops, noise cancelling headphones, MP3’s and accessible computer programs are in good order in the Centre for Academic Testing, maintain inventory. Contact the Adaptive Technologist at the Student Accessibility Services or IT as necessary for updates or reimaging or repair.
* Order furniture, computers and other equipment as necessary to maintain the Centre for Academic Testing.
* Coordinate exams for external exams for individuals or groups including Athabasca University or Standardized testing which are scheduled to be written at Trent.
* Ensure adequate supplies are available for the accommodated testing centre;
* Notify the designated Learning Strategist or the professor in the absence of the Learning Strategist of any improprieties or extenuating circumstances during a test or examination sitting in accordance with established SAS or CAT procedures;
* Ensure the safe-keeping of all tests and examinations during storage and transit of tests and examinations
* Coordinating and Head Proctoring during Midterm and Exam periods at the Centre for Academic Testing. Receiving Exams in hard copy and accessible format, keeping exams secure, the returning of the written exams, room bookings, staffing, equipment, test bookings and exam conflicts during high volume times.
 |  **50%** |
| 1. *Oversee Note Sharing and Note Taking Services;*
* Supervise, recruit, select, and provide performance feedback to notetakers, contracted by the Centre for Academic Testing from within the university, as well as the local community;
* Coordinate and provide training of note takers and note-taking assistants;;
* Schedule note takers for approved students;
* Oversee and authorize payroll forms to confirm hours claimed by note taking assistants;
* Respond to complaints and irregularities involving note takers;
* Engage in trouble shooting and problem solving strategies when dealing with complaints;
* Ensure that note taking supplies and technology are available and in good working order (technology);
* Provide materials and files for students such as notes, lecture handouts, etc
* Ensure that notes are electronically posted to clockwork on a regular basis
* Ensure that hand written notes are copied or scanned and posted to clockwork or provided to the notetakee
* Ensure that the requests for notetakers in the courses where they are needed are sent.
* Communicate with Professors/Course Instructors about the notetaking program and the need for a notetaker in their course.
 |  **30%** |
| 1. *Other Administrative Services;*
* Maintain a working knowledge of university academic policies and procedures affecting students with disabilities;
* Represent the interests of students with disabilities among other academic and student support service areas;
* Provide accurate information about the Centre for Academic Testing to prospective and current students, faculty, staff, and to the general public;
* Take appropriate action to support students experiencing exam-related difficulties, including liaising with Learning Strategists, Coaches, etc;
* Ensure urgent requests for services are responded to immediately and brought to the attention of the appropriate Learning Strategist;
* Enter and update student data and other service-tracking information in appropriate databases and perform queries to produce monthly, annual and other reports based on the information from the databases, when required;
* Assist the Director of Student Wellness Services in other related projects and tasks that contribute to the successful operation of the note taking program and the accommodated testing services;
* Liaise with the Student Accessibility Services in regards to exam and notetaking supports.
 |  **20%** |

**Education**

General University Degree (3 year), combined with several years of relevant work experience.

**Experience Required**

Training and Experience:

* Three (3) years’ experience working with students with disabilities preferably at the post-secondary level
* Experience in the use of effective interpersonal, interviewing and communication skills
* Experience in delivering seminars and workshops using strong writing and presentation skills
* Excellent organizational skills
* Extensive computer skills and knowledge of assistive technology
* Strong commitment to equality of opportunity for persons with disabilities
* Demonstrated crisis management and de-escalation skills.
* Sound judgment and decision-making skills
* Experience in taking initiative and working in a team environment
* Training in case management practice
* Sensitivity training regarding issues of equity and diversity
* Experience in planning, implementing and coordinating special events
* Software;
* Microsoft Office
* Groupwise mail
* Internet applications
* C-NOTE and other note-taking software
* DATATEL including Crystal Reports
* Clockwork scheduling software

Knowledge and Skills Required:

* Excellent interpersonal, telephone, email communication skills;
* Excellent oral and written communication skills;
* Knowledge of confidentiality procedures and ability to protect the confidentiality of verbal and written communication concerning clients;
* Proven judgment and discretion in dealing with confidential and sensitive matters;
* Ability to organize workload according to various requests in a deadline-oriented environment;
* Ability to negotiate complex situations in a calm and persuasive manner and work in a constantly evolving area;
* High degree of accuracy and attention to detail;
* Excellent organizational skills with a demonstrated ability to prioritize tasks and juggle competing demands;
* Enthusiastic team player, with a demonstrated ability to work both collaboratively and independently, and display a high degree of initiative;
* Tact, initiative and diplomacy;
* Sound knowledge of services available to students from both internal and external sources;
* Sound knowledge of assistive technology used by persons with a disability;
* Commitment to the objective of empowerment, integration and inclusion; ability to communicate clearly, convincingly and professionally;

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Direct Responsibility

Students

Indirect Responsibility

Lead Hand to: Program Assistant, Centre for Academic Testing (OPSEU)