#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Program Assistant

**Job Number:** SO-380 | VIP: 1193

**Band:** OPSEU- 3

**Department:** Centre for Academic Testing / Durham Exam Centre

**Supervisor Title:** Director, Student Wellness Centre / Manager, Student Wellness (Durham)

**Last Reviewed:**  September 15, 2020

#### **Job Purpose:**

The Program Assistant is responsible for the ongoing administrative support needed at the Centre for Academic Testing / Durham Exam Centre and the provision of services for students with a diverse range of physical, medical, sensory, psychiatric, and learning disabilities.

The Program Assistant is one of the initial contacts for students, instructors, Student Accessibility Services (SAS) staff, Academic Administrative Assistants, and external stakeholders. They assist the Coordinator, Centre for Academic Testing/Durham Exam Centre in organizing and preparing for accommodated tests and note taking support provided at the Centre. The Program Assistant monitors the maintenance and inventory of the computers, laptops, headsets, other equipment, and software for the Centre for Academic Testing computer room/DEC.

#### Key Activities:

1. Communicate with students, instructors, SAS staff and Academic Administrative Assistants:

* Booking and scheduling exams.
* Entering test bookings into the student database and notify instructors via email of the booking and corresponding accommodations.
* Arranging for Instructors to pick-up completed tests and exams.
* Assist with scheduling deferred exam dates – due to cancellation because of weather, electrical failure, personal hardships etc.

1. Assist with the organization and preparation of exams including:

* Photocopying and packaging exams.
* Preparing testing spaces.
* Setting up alternate format for specific tests and exams.
* Booking classrooms for test spaces as needed.

1. Oversee and provide support for volunteer note takers and the student Note Taking Assistants.
2. Serves as exam proctor or scribe during the term or relief for proctors employed during the examination periods.
3. Maintain confidentiality of students with disabilities and test/exam information:

* Receiving and keeping secure, according to procedures, both hard copy and electronic copies of exams and pertinent test administration instructions.
* Monitoring test rooms to confirm compliance with Trent University examination regulations, or the regulations as specified by external agencies contracting the CAT/DEC for invigilation services.
* Confidentially documenting any exam-related concerns.
* Treating all student information as strictly confidential to the staff at the CAT/DEC.

1. External Exam Bookings:

* Communicates with external agencies to schedule, monitor, prepare, and invoice, fee-for-service test bookings.
* Collect service fees and provide receipts before starting an external test or examination.
* Coordinate the receipt and return of external exams to external agencies. (mail, scan, online, courier, etc.) Date stamp external exams and other mail.

Assist the Coordinator with the deposit of the fees.

1. Configure assistive software programs based on student accommodations (Dragon, Kurzweil, Text Help Read and Write, Jaws, Word Q etc.)
2. Maintain office equipment and inventory of supplies:

* Ensure that all equipment (ie. computers, headphones, software) are in good order.
* Monitors the use of office supplies, paper and ear plugs needed by Exam Proctors and SAS students, by ensuring we have prepared exam bin supplies.
* Orders supplies as needed for the ongoing support of the tests and exams.

1. Assists in coordinating specialized equipment, technology, aids, ergonomic devices and chairs, adjustable table and set up of visual equipment signs, partitions, lighting for accommodating tests.
2. Human Resources

* Assists with interviewing and hiring of exam proctors and student TWSP notetaking assistants.
* Assists with training of exam proctors.
* Assists with the scheduling of exam proctors.
* Contact and Schedule volunteer exam proctors for December and April exam periods.

1. Maintain a high level of Situational Awareness with attention to student proxemics and kinesics (non-verbal) cues to avoid stress related escalations.

* Provide emotional support and employ de-escalation strategies to help upset students calm down.
* Assess the urgency of the situation and ensure appropriate notifications for elevated concerns (ie. Coordinator, TUEFRT, Security).

1. Recordkeeping:
   1. Clockwork database: (I.e., scheduling of students, changes in the bookings, changes of times, requests for the instructors, drop off & pickup information, student accommodations, etc.)
   2. When I Work app - scheduling of staff.
   3. MS Teams.
   4. Outlook calendar - external bookings with pertinent information.
   5. MS Excel spreadsheets - create documents needed for the smoother running of the CAT.
   6. MS Word – creation and maintenance of documents needed for the students & instructors. (ie. Confidentiality Forms, Checklists etc.)
   7. S: drive/One drive - creation, input information and maintaining of the documents.
   8. E-mail – initiating contact with students & instructors, SAS Advisors about changes, permissions, obtain approval from instructors for deferred dates for students to write on alternative dates, etc.
2. Assist the Coordinator, CAT/DEC in other duties as assigned.

#### Education Required:

* College or University Degree.
* Standard First Aid & CPRC.
* Safe Talk.
* Non-Violent Crisis Intervention preferred.

#### Experience/Qualifications Required:

* Ability to adhere to Trent University’s policies concerning persons with disabilities, commitment to accessibility, accommodations for students with disabilities, academic integrity, and academic misconduct.
* One (1) to two(2) years’ experience with office management skills.
* Three (3) years’ experience with computer software (adaptive tech) and hardware knowledge and skills.
* Knowledge of health care is an asset.

**Job Evaluation Factors:**

##### Analytical Reasoning

Minimal: Knowing when to seek consultation from supervisor.

Moderate: Ability to discern non-verbal clues, assess situations, and respond accordingly.

##### Decision Making

Minimal: Ability to assist with crises while remaining compassionate and student-centered. Remain sensitive to students’ disclosures and rights to confidentiality regarding disability.

Moderate: Ability to determine the right type of intervention or response in given situations, i.e. First Response, Security, students’ capability to be on their own.

##### Impact

Moderate: Academic integrity and confidentiality.

##### Communication

Strong interpersonal and communication skills.

Ability to have dialog with various parties. I.e., students, Professors, outside Universities and potential students, other personnel of the University (Security First Responders).

Ability to create detailed reports, as needed.

##### Motor/Sensory Skills

Typing, data entry.

##### Effort

Minor physical effort; high attention-to-detail; maintaining a distraction-reduced environment for many hours at a time.

##### Working Conditions

Some evening or weekend work may be required.