#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Coordinator, Durham Exam Centre

**Job Number:** SO-475 | VIP: 1922

**Band:** OPSEU- 7

**Department:** Student Affairs Durham

**Supervisor Title:** Manager, Student Wellness (Durham)

**Last Reviewed:**  June 20, 2023

#### **Job Purpose:**

The Coordinator is responsible for the operations of all sites of the Trent Durham Exam Centre (DEC) which includes coordinating accommodated tests/exams and note taking services as part of the service delivery model and in compliance with AODA. The Coordinator is one of the initial contacts for students, faculty, Student Accessibility Services (SAS) Advisors and Academic Administrative Assistants. The Coordinator is responsible for organizing and preparing the ongoing test/exams and note-taking support provided at the DEC, and oversees the booking of external exams written at the Exam DEC. The Coordinator monitors the maintenance and inventory of the computers, laptops, headsets, other equipment, and software for the Exam Centre. The Coordinator will oversee the work of the DEC administrative staff, proctors/scribes and student note-takers.

#### **Key Activities:**

##### Operations of the Durham Exam Centre

1. Recruit, hire, supervise, train, and provide performance feedback for the accommodated test and examination proctors and scribes.
2. Schedule proctors and scribes according to workload demands, availability, numbers of students and the nature of the exam and accommodations required.
3. Oversee and authorize payroll to confirm hours claimed by proctors and scribes.
4. Determine the appropriate testing environment according to each student’s accommodation requirements in accordance with accommodation information provided.
5. Update and maintain effective publications for reminders and notification of policies and procedures concerning test and examination accommodations.
6. Draft policies and procedures related to the operation of the Durham Exam Centres.
7. Maintain records of students approved for accommodated tests and examinations.
8. Maintain records of accommodated tests and examinations and produce reports on an annual basis.
9. Produce electronic, back up copies of final examination sign in sheets, and update on an ongoing basis with assistance from the Exam centre administrative staff.
10. Communicate with students, faculty, Academic administrative assistants, Student accessibility services staff and Trent Online concerning accommodated tests and exams. Distribute and/or email all exam accommodation requests to designated faculty members as per established procedures.
11. Photocopy or scan tests, examination, and documents, in accessible formats as indicated by the student’s accommodation information.
12. Perform proctor and scribe services for exams, and when necessary, cover proctors for breaks, absences and professors for question periods, ensuring the integrity of the exam process at all times.
13. Ensure that the computers, laptops, noise-cancelling headphones, MP3’s and accessible computer programs are in good order in the Durham Exam Centres and maintain inventory. Contact the Adaptive Technologist at the Student Accessibility Services or IT as necessary for updates or reimaging or repair.
14. Order furniture, computers, and other equipment as necessary to maintain the Durham Exam Centre. Ensure adequate supplies are available for the accommodated testing centres.
15. Coordinate exams for external exams for individuals or groups including Standardized testing scheduled at Trent Durham GTA with assistance from the exam centre administrative staff.
16. Take appropriate action to support students experiencing exam-related difficulties, including liaising with Learning Strategists, coaches etc.
17. Receives and reviews incident reports from proctors. Notify the professor of any improprieties or extenuating circumstances during a test or examination sitting in accordance with established SAS or Exam Centre procedures.
18. Ensure the safe keeping of all tests and examinations during storage and transit of tests and examinations.
19. Coordinating and Head Proctoring during Midterm and Exam periods at the Durham Exam Centres. 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.

##### Oversee Note Sharing & Note Taking Services

1. Supervise, recruit, select, and provide performance feedback to notetakers, contracted by the Durham SAS from within the university, as well as the local community.
2. Coordinate and provide training of note takers.
3. Respond to complaints and irregularities involving note takers.
4. Engage in trouble shooting and problem-solving strategies when dealing with complaints.
5. Ensure that note taking supplies and technology are available and in good working order.
6. Ensure that notes are electronically posted to Clockwork on a regular basis with assistance from the administrative coordinator.
7. Ensure that the requests for notetakers in the courses where they are needed are sent.
8. Communicate with Professors/Course Instructors about the notetaking program and the need for a notetaker in their course.

##### Other Administrative Services

1. Maintain a working knowledge of university academic policies and procedures affecting students with disabilities.
2. Represent the interests of students with disabilities among other academic and student support service areas.
3. Represents the university with community organizations and committees as needed.
4. Provide accurate information about the Durham Exam Centre to prospective and current students, faculty, staff, and to the general public.
5. 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.
6. Assist the Manager, Student Wellness (Durham) and the Team Lead in other related projects and tasks that contribute to the successful operation of the note taking program and the accommodated testing services.
7. Liaise with the Student Accessibility Services about exam and notetaking supports.
8. Ensures awareness of and compliance with the Access for Ontarians with Disabilities Act, Personal Health & Information Privacy Act, Freedom of Information and Protection of Privacy Act, and other relevant legislation as required.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* 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.
* Experience with using assistive software Read & Write, Kurzweil, Dragon etc.

#### Knowledge/Skills Required:

* Excellent interpersonal, telephone, and 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.
* 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.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

Direct Responsibility

Proctors/scribes (Casual)

Students

Indirect Responsibility

Lead Hand to: Exam Centre Administrative Staff (OPSEU)

##### 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 crisis 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 including students, faculty, 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.

Long periods of standing/walking indoors.