

**Department of Human Resources**

**EXEMPT Job Description**

**Job Title:** Additional Qualifications (AQ) Coordinator

**Job Number:** X-425 | VIP: 1737

**Band:** 5

**NOC:** 1241

**Department:** School of Education and Professional Learning

**Supervisor Title:**  Manager, Additional Qualifications (AQ) & Special Projects

**Last Reviewed:** April 14, 2022

#### JOB PURPOSE

The AQ Coordinator provides administration for the Additional Qualification (AQ) Program. This remote position works with a remote team to deliver Additional Qualification courses to Ontario certified teachers.

The AQ Coordinator is an integral member of the AQ Office, providing exemplary administration; will be responsible for registration, course preparation and certification. The AQ Coordinator supervises the AQ Assistant, hires, and trains Test Graders, and provides support for AQ Course instructors. The AQ Coordinator will represent and act on behalf of the AQ Office in the AQ Manager’s absence.

This position provides a leadership role for AQ registration and must be able to accommodate a flexible schedule that requires evening and weekend work during busy registration periods.

#### KEY ACTIVITIES

**Program Responsibilities**

1. Produces and distributes marketing communication to advertise AQ, ABQ and PQP courses in consultation with AQ Manager
2. Supervises the tracking of AQ admissions, consulting with AQ Manager on program capacity, course section activations and instructor hires; oversight of registration database
3. Responsible for reviewing enrolment to accommodate increased program numbers throughout the registration period
4. Consults with Ontario certified teachers on admission requirements, provides advice as per OCT regulation and policy
5. Responsible for AQ Office communication (e.g., AQ@trentu.ca, AQ Office phone extension, Olark live chat)
6. Reviews and approves prerequisite documentation (e.g., OCT certificate of qualification, transcripts) for enrolment eligibility
7. Produces AQ admissions statistical reports and provides applicant data as requested by AQ Manager
8. Responsible for Course Surveys; including initial set-up, instructor dissemination and feedback analysis as a component of new course development as per OCT requirements
9. Acts as the point person in troubleshooting all technical aspects of AQ registration and AQ Blackboard course issues (e.g., resolving duplicate accounts in Colleague)
10. Issues certificates on course completion for QECO pay grid and subsidy assessment purposes
11. Responsible for course grade sheets, grade changes and communication with students on transcripts and course certificates
12. Identifies and makes recommendations to AQ Manager on processes related to registration, course uploading and the AQ Program in general

**Course Design and OCT Accreditation**

1. Responsible for course design on Blackboard; uploads course content, develops assessment rubrics from success criteria
2. Reviews and monitors instructor courses for educational content related to subject matter (e.g., Ministry curriculum documents, online educational resources)
3. Monitors OCT course accreditation and renewal to comply with regulatory requirements of course offerings
4. Attends OCT workshops and stays current with education knowledge through correspondence released by the Ministry of Education, OTF and OCT

**Supervision**

1. Direct supervision of AQ Assistant (OPSEU); providing training and direction as required
2. Oversees French and Math Graders throughout year; provides training and updates on ClassMarker as required
3. Provides training and support for instructors on the updating of courses prior to the beginning of each AQ term; consulting with them on curriculum updates, Ministry links, selection of dates and issues related to Blackboard

##### Personnel Hiring and Payroll

1. Responsible for the preparation of contracts for AQ Instructor, Course Developers and Graders
2. Hiring of graders and course editors to update grades for each term, in consultation with AQ Manager
3. Prepares payroll documentation for each term: calculating instructors’ and developers’ pay, and reviewing submitted Ontario and Federal Government tax forms and contracts for completion for accuracy
4. Responsible for accuracy and maintenance of AQ faculty personnel files; maintaining term tracking sheets and annual databases
5. Responsible for issuing Revenue Canada T2200 forms for AQ Instructors, Developers and Graders

**Financial**

1. Purchases software subscriptions, instructors’ texts and test credits for AQ Office
2. Responsible for AQ Program VISA statement and tracking
3. Tracks annual instructor payroll totals for AQ Program
4. Oversees refund process, consulting with Manager of Student Accounts as required

**Other**

1. Provides support in consultation with AQ Manager on partnership course offerings with external stakeholders, reviews special billing in Colleague
2. Responsible for online ClassMarker site; staying current with upgrades, hiring Test Developers to update math and French language questions, providing training and supervision on ClassMarker to AQ Assistant and graders
3. Responsible for overseeing and improving website in consultation with AQ Manager
4. Oversight of AODA compliance in all aspects of AQ Office communications, forms and website
5. Performs other duties as required/assigned

#### EDUCATION REQUIRED

Completion of Ontario Bachelor of Education Degree with an active OCT designation; qualified to teach Kindergarten to Grade 12

#### EXPERIENCE/QUALIFICATIONS REQUIRED

* Recent teaching experience, Kindergarten to Grade 12; within the last five years
* Minimum 5 years of experience in an administrative position, experience in professional office
* Proven capacity to supervise the work of others, advising and training
* Excellent understanding of Additional Qualification courses; familiarity with OCT’s certification process, Additional Qualification Guidelines and specific prerequisites as they related to course schedule groupings
* Experience in using OCT’s AIMS and Faculty Plus online software
* Current knowledge of education and Ministry of Education initiatives
* Completion of online university program
* Proven experience in using Trent University’s Learning Management System, Blackboard, both as a student and as an administrator
* Technical expertise and experience in troubleshooting
* Innovative, creative and self-motivating to identify, collaborate and implement process/system improvements
* Highly developed problem solving, analytical reasoning and organizational skills
* Experience working in a fast-paced environment with shifting priorities; multi-tasking
* Ability to anticipate needs, plan, organize, coordinate and perform work with little or no supervision
* High level of attention to detail, accuracy and confidentiality required
* Well-developed ability to work and learn independently and remotely; self-teach
* Strong communication, time management and interpersonal skills with a focus on providing exceptional customer service in a team environment
* Familiarity with privacy rules as they apply to the public sector, maintaining confidentiality
* Familiarity with University policy and procedures
* Advanced computer skills and experience using Adobe, Word, Excel, Outlook, ClassMarker, Drupal and Olark.
* High proficiency in data base applications including experience with Colleague, IRIS, VIP and Chrome River

**JOB EVALUATION FACTORS**

##### Analytical Reasoning

*Work requires analytical reasoning to choose the most appropriate course of action from among a variety of possibilities. The capacity to analyze a situation/issue and proceed with a solid plan of action may be required, within limitations defined by established practice.*

*Examples*

* *AQ Coordinator is responsible for reviewing prerequisite requirements; ensuring students meet enrolment standards as they appear in the Teachers’ Qualifications Regulation. Coordinator is required to evaluate non-standard documentation; interpreting the Teachers’ Qualification Regulation and memos issued by the Ontario College of Teachers’ legislation (e.g., international teaching experience, French qualifications, relevant subject credits)*
* *AQ Coordinator is required to troubleshoot issues related to registration; clarifying the specific problem with the user and resolving the situation to ensure student is able to register (e.g., duplicate accounts, previous applicant).*

##### Decision Making

*Decisions are standardized but somewhat varied: the AQ Coordinator receives occasional supervision in carrying out tasks which call for decisions within the scope of established practice. Decisions usually involve determining the best process to carry out the job tasks.*

*Examples*

* *AQ Coordinator is required to alter priorities to respond to the volume of registration and communication; directing the flow of work to ensure deadlines are met*
* *AQ Coordinator makes decisions involving the updating of student forms, Bb courses and website information, in compliance with the Governance Agreement between the School of Education and the Ontario College of Teachers*

##### Impact

*Impact on the organization will typically extend to Ontario teachers taking AQ courses, course instructors and the AQ Manager. Errors increase the work of others in terms of time required to trace the errors, but more importantly affect recommendations and relationships the AQ Office and the School of Education are building with partner school boards and with Ontario teachers in general.*

*Examples*

* *Inaccurate information and/or errors could inadvertently affect teacher qualification recommendations, leading to a negative impact for a student and intervention from AQ Manager to take action in resolving the issue*
* *Admission of a student to an AQ course, who does not have the required prerequisites to take a course, results in tracing documentation and inclusion of AQ Manager for a resolution to negotiate the best possible outcome to minimize impact for student and reputation of Trent University*
* *AQ Coordinator is responsible for reviewing updated courses for inclusion of all required components; failure to do so results in delayed course approval, delivery and opportunities to generate revenue*

##### Responsibility for the Work of Others

*Responsible for both direct and indirect supervision.*

*Direct Supervision - Responsible for supervising the AQ Assistant; provides training, guidance and direction, assigning and monitoring work for accuracy and completion.*

*Indirect Supervision – Provides training to online French and Math test graders and developers, ensuring test grading process is followed; provides training and support for instructors on the updating of courses prior to the beginning of each AQ term; consulting with them on course links, selection of dates and issues related to Blackboard*

##### Communication

*Communication involves gathering of or providing information, which may require an explanation or clarification. Communication will primarily be with external students and course instructors, who are Ontario certified teachers; requiring a high level of accuracy, articulation and diplomacy. Job responsibilities require some communication with persons in the university.*

##### Motor/ Sensory Skills

*Fine Motor Skills – Keyboarding requires accuracy and efficiency*

*Visual - Processing electronic information to identify incorrect or pertinent information and provide correct analysis*

##### Effort

*Mental – sustained attention to detail and accuracy in high paced, high volume work environment*

*Physical – stationary for long periods of time sitting in front of a computer screen*

##### Working Conditions

*The AQ Coordinator will work independently and remotely at a high pace, from a home office equipped with technology capable of supporting this online position.*

*The AQ Coordinator will work 35 hours weekly, with some flexibility to provide evening or weekend additional hours in response to enrolment demands and time-sensitive registration at the beginning of each of the four AQ terms.*