#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Scheduling Administrator, Trent University Durham

**Job Number:** A-433 | VIP: 1706

**Band:** OPSEU- 8

**NOC:** 1221

**Department:** Trent University Durham

**Supervisor Title:** Director, Academic Programs and Campus Operations, Trent University Durham

**Last Reviewed:**  November 16, 2021

#### **Job Purpose:**

Reporting to the Director, Academic Programs and Campus Operations, the Scheduling Administrator is responsible for the effective and efficient allocation and utilization of instructional and administrative spaces at the Trent University Durham Campus, and supports Academic Advising staff during periods of course registration. The Scheduling Administrator is responsible for the production of fall, winter and summer academic timetables for the Durham campus, and collaborates with the Peterborough Scheduling Team to publish Durham exam timetables. Many functions of this position work in collaboration with the Peterborough Scheduling team and all academic and relevant service departments to ensure accurate, conflict-free and effective timetabling. The Scheduling Administrator models scenarios involving institutional academic space, and creates and analyzes a variety of reports. The Scheduling Administrator administers the campus-wide room booking system and assigns office space to Durham faculty, staff and services.

#### Key Activities:

##### Academic Timetables

* Ensures that a yearly undergraduate & graduate academic timetable is produced by collecting and manipulating data submitted by academic departments in a computerized scheduling system (Infosilem) to accommodate departmental and faculty requests while ensuring an optimum, conflict-free schedule for faculty and students.
* Creates loading sheets and distributes to departments.
* Creates and activates course sections in Colleague and updates section capacities, offering information, cross-listings, waitlist and timetable instructions.
* Monitors reports to indicate when enrolment has surpassed room capacity. Makes room changes based on approved requests or enrolment issues.
* Manipulates the computerized scheduling system settings to develop timetables which meet established goals and optimize utilization of academic space.
* Ensures that the timetable is manipulated to accommodate requests for changes resulting from departmental consultations.
* Responsible for the production of the summer academic schedule by collecting scheduling requests from departments, entering data into the scheduling system and helping with the production of a conflict-free schedule while making optimum use of classroom space.
* Ensures the Academic Timetable continues to be adjusted both before and during the academic year due to changing enrolments and for accommodation of departmental requests when possible.
* Reviews and updates data within the Data Collection Unit (DCU) to ensure consistency.
* Reviews created timetables to ensure scheduling ties are accurately applied.
* Responsible for the configuration and maintenance of the data in the scheduling system.
* Works closely with Director, Academic Programs and Campus Operations, to ensure that space is allocated to everyone’s satisfaction and that activities and events on campus have minimal impact on academic scheduling.
* Ensures accurate timetable information is available in a timely manner for the purposes of student registration.

##### Examinations

* Responds to inquiries from the Scheduling team as they collect exam scheduling data from departments, and create institution-wide exam schedules.
* Communicates with academic departments to resolve conflicts as needed.
* Coordinates the ordering and distribution of exam booklets for mid-term and final
* examinations.
* Produces and distributes exam scheduling reports to key areas across the institution.

##### Room Bookings

* Responsible for the configuration and administration of the central room booking system including processing all booking requests in a timely manner.
* Trains staff within other Durham units on the use of the room booking system.
* In consultation with Durham staff, drafts and maintains room booking procedural documents for Durham space reservations.

##### Administrative Office Assignments

* Assigns space to Durham faculty, staff and services.
* Maintains Durham campus directional and office signage.

##### Student Course Registration Support

* Assists Durham Academic Advisors in preparation training for Durham student staff positions that triage and support Orientation and registration activities.

##### Other Duties

* Maintains knowledge of scheduling system software in order to assist with scheduling system issues.
* Creates and maintains process documentation for all areas of Durham scheduling and room bookings to help ensure consistency for data management.
* Provides information on current usage of academic space. Identify deficiencies in classroom space, overutilization, and underutilization.
* Continually evaluates scheduling and room bookings processes to identify areas requiring improvement and implement process improvements as required.
* Monitors internal processes to ensure adherence to university and departmental policies and procedures. Ensures that all staff are informed of all changes to procedures, policies and regulations
* Contributes to the development of the University-wide communication plan for scheduling to ensure that students, faculty and administrative staff are informed of important deadlines and policies.
* Ensures timetable website is up-to-date with accurate information pertaining specifically to the Durham campus.
* Continually evaluates scheduling and room bookings processes to identify areas requiring improvement and implement process improvements as required.
* Prepares reports for management as required.
* Leads and participates in special projects as required.
* Other duties, as assigned.

#### Education Required:

* Bachelor Degree (Honours) required

#### Experience/Qualifications Required:

* At least 2 years of experience extracting, manipulating and analyzing data required.
* 2 years experience in a registrarial environment including experience with student records, registration and timetabling.
* Demonstrated knowledge and proficiency with academic scheduling software. Infosilem experience strongly preferred.
* Experience and proficiency with an automated student information system. Datatel experience strongly preferred.
* Excellent computer skills including Microsoft Word and Excel.
* Excellent interpersonal skills, verbal and written communication skills, and a proven ability to work well with colleagues are essential.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

The degree of complex analytical reasoning required by this position is high. Inputting, interpreting, manipulating and reporting data requires impeccable attention to detail, with the ability to problem solve effectively and efficiently. For example, interpreting data submitted from academic departments; each department communicates information and needs in multiple ways, therefore, it is the responsibility of the Scheduling Administrator to break-down information, interpret, and accurately work with it.

##### Decision Making

The Scheduling Administrator (SA) must make independent, informed decisions, based on University policy and process. The SA must maintain knowledge about registrarial and decanal procedures, and remain up to date, on such. Decisions must be made efficiently, and in the best interest of the University timetable, taking into account multiple stakeholders: students, faculty, program and degree requirements, space efficiency, etc. For example, if a course requires rescheduling, following the timetable being posted, the SA must use their best judgement and resources in order to collect data about the impacts of an adjustment.

##### Impact

The creation of a timetable for the Durham campus is critical to academic and operational functioning of the Trent Durham campus.

##### Responsibility for the Work of Others

The position will not be directly responsible for the work of others, but will be expected to participate in Durham registration activities (ie. Durham academic advising and potentially Durham registration support during high-volume times). The SA will assist in training student registration assistants during the FW registration periods).

##### Communication

The Scheduling Team in the Office of the Registrar (including the Associate Registrar) – ensuring consistent scheduling timelines and processes, temporarily providing assistance in extenuating circumstances (ie. if the Scheduling team is to be without a team member in a high-priority time).

Academic Departments (faculty and staff) – data collection for timetable and exam schedule creation, office space allocation.

Director, Academic Programs and Campus Operations – Decanal policies and procedures, collaboration for timetable creation and space needs, training and forward planning.

Durham Academic Advising Staff – in order to collaboratively plan support needs during registration periods.

##### Motor/ Sensory Skills

Small movements: keying.
Eye strain: computer-based activities (databases)

##### Working Conditions

Tight timelines – there are cyclical periods each year that the workload will be heavier than others, with timelines that are not flexible (ie. ensuring the timetable is posted as advertised to the campus community). This may put a sense of pressure on the staff member.

Repetitive work on screen – the nature of the position has a large element of data entry and manipulation, all in electronic databases. This could encourage eye strain and a sense of general fatigue. Keying during data entry may also lead to physical demands.

Psychological – the cyclical nature of the position may not allow for vacation or leave during certain periods during the year. Assisting with registration may be stressful in terms of interacting with anxious individuals.