#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Scheduling Officer

**Job Number:** A-298 | VIP: 1339

**Band:** OPSEU-9

**Department:** Enrolment Services

**Supervisor Title:** Associate Registrar & Director, Student Records and Scheduling

**Last Reviewed:**  March 6, 2024

#### **Job Purpose:**

Under the supervision of the Associate Registrar & Director, Student Records and Scheduling, the Scheduling Officer(s) is responsible for coordinating all scheduling activities in relation to the production of academic timetables, exam scheduling, and oversight for the room bookings system. The Scheduling Officer(s) supports undergraduate and graduate departments at both campuses. Working closely with academic departments they are responsible for analyzing large amounts of data to produce high quality timetables and exam schedules, while ensuring the efficient and effective utilization of academic space. In addition to inputting data into the student information system, the Scheduling Officer(s) is the lead user of the scheduling software and is responsible for system administration, process improvements, and reporting. As an expert on the usage of centrally booked space the Scheduling Officer may be asked to participate in discussions or consultations involving space analysis on campus. The incumbent will operate with minimal supervision and is responsible for a broad range of duties.

This is a multi-incumbent position. The incumbents are expected to have a general understanding of all scheduling tasks, but given the complexity of processes, it is expected that the incumbents will specialize in either Academic Timetabling or Examinations/Room bookings as outlined below. Incumbents are expected to have a minimum working knowledge of each area so that they are able to provide support during high volume periods or when a team member is on approved leave.

#### Key Activities:

##### Academic Timetabling

* Ensures the effective and efficient allocation and utilization of all instructional space in the production of the undergraduate and graduate fall, winter, and summer academic timetables for the Peterborough campus.
* Responsible for the annual maintenance of the DCU, a tool within the scheduling software (Infosilem), which is used to collect departmental timetable data. Coordinates training for academic departments and ensures user guides are updated. In addition, coordinates manual data collection process for the summer timetable.
* Manually reviews a high volume of course data and is responsible for making appropriate corrections and adjustments. Generates and distributes loading sheets for departmental review.
* Uses the scheduling software to manipulate and finalize data submitted by departments. Works to balance departmental and faculty requests with complex academic block requirements. Strives to mitigate conflicts and create an optimum schedule for students and faculty.
* Manages large first year academic blocks and actively engages with departmental representatives to problem solve. Requires complex analysis of course offerings, degree requirements, and departmental requests to ensure students can take both required and elective courses with as few conflicts as possible.
* Schedules meetings with departmental representatives as required throughout the timetabling process to facilitate conversations, which can be difficult in nature, to address departmental requests and scheduling constraints.
* Responsible for creating and activating course sections in Colleague. Updates section information including section capacities, deliveries, cross-listings, waitlist management and timetable instructions.
* Monitors enrolment reports to ensure course enrolment does not exceed room capacity. In consultation with academic departments, makes room changes as needed or adds course caps if growth is limited by room availability. Consults with the Deans office for approval when necessary.
* Responsible for understanding complex scheduling constraints and manipulating settings within the scheduling system to works towards the development of timetables that meet established goals and optimize utilization of academic space. Due to the complexity of balancing increased course offerings and enrolment with limited availability of space this process involves a significant amount of analysis and manual scheduling.
* Makes required timetable changes to accommodate departmental requests when appropriate. Consults as necessary with the Associate Registrar & Director, Student Records and Scheduling and/or the Deans office.
* Reviews created timetables to ensure complexities including departmental requests, academic blocks, and scheduling times have been accurately input.
* Responsible for the configuration and maintenance of the data in the scheduling system as well as database creation for each scheduling period.
* Monitors Senate reports to ensure program changes that impact the scheduling process, or the addition of new programs are appropriately reflected in the scheduling system.
* Works closely with the Conference Services, Facilities Management, Advancement and Alumni departments to ensure that space is shared to everyone’s satisfaction and that high profile campus events such as Convocation and Open House have the necessary space allocated while also ensuring minimal impact on academic scheduling.
* Ensures that all deadlines are met, and that accurate timetable information is available in advance of student registration.
* Oversees the section creation and manual entry of scheduling data for non-academic programs such as ESL and AQ courses in addition to academic departments that require specialized scheduling support such as the School of Education.
* Works closely with scheduling staff at the Durham campus to ensure consistent scheduling practices are in place for all campuses and timelines for the communication and release of timetable information are aligned.
* As the functional lead, provides system administration support for the timetabling system as updates are made by the software developer. Responsible for staying up to date on software developments and continually assessing features and tools to create efficiencies.
* Regularly monitors the Scheduling ticket queue in TopDesk. Ensures that timetable related tickets are responded to in a timely matter and uses judgement to escalate tickets when necessary to the Associate Registrar & Director, Student Records and Scheduling.
* Responsible for troubleshooting systems issues. Works with IT or the software developer as appropriate to resolve issues affecting the use and performance of the timetabling system.

##### Examinations

* Ensures the effective and efficient allocation and utilization of instructional space used in the production of the fall, winter, and summer term(s) exam schedules at the undergraduate and graduate level for the Peterborough and Durham campus.
* Downloads departmental exam data for Peterborough from the online syllabus tool, manually reviews and reconciles to ensure accuracy, and makes appropriate corrections in preparation for exam scheduling.
* Responsible for mitigating conflicts and producing an optimum exam schedule for both students and faculty across both campuses. Uses the scheduling software to ensure that parameters are in place that meet exam scheduling guidelines as outlined in the academic calendar.
* Manipulates the exam schedule to accommodate departmental requests. Consults when necessary, with the Associate Registrar & Director, Student Records and Scheduling and/or the Deans office.
* Communicates with academic departments to resolve conflicts as needed.
* Coordinates the ordering, inventory, and distribution of exam booklets for all mid-term and final examinations.
* Responsible for the configuration and maintenance of the data in the exam system as well as database creation for each exam period.
* Coordinates the hiring, training, and scheduling of multiple Student Exam Assistants.
* The Scheduling Officer is the main point of contact during examination periods and is required to be available in an on-call capacity during examination periods to provide support to Student Exam Assistants, Security, Facilities etc. as needed.
* Ensures that all Enrolment Services examination period responsibilities are met including coordinating with other areas impacted by exams such as Athletics, Facilities Management, Security, Student Affairs, and the TCSA to ensure a smooth, trouble-free exam period.
* Produces and distributes exam scheduling reports to key areas across the institution.
* Ensures that all deadlines are met, and that accurate exam information is available to faculty and students by established deadlines.
* Regularly monitors the Scheduling ticket queue in TopDesk. Ensures that exam and room bookings related tickets are responded to in a timely matter and uses judgement to escalate tickets when necessary to the Associate Registrar & Director, Student Records and Scheduling.
* Responsible for staying up to date on software developments as it relates to exam scheduling and room bookings. Continually assesses features and tools to create efficiencies.
* Responsible for troubleshooting system issues. Works with IT or the software developer as appropriate to resolve issues affecting the use and performance of the exam scheduling or room bookings system.

##### Room Bookings

* Responsible for the configuration and administration of the central room booking system for Peterborough.
* Reviews and processes all booking requests in a timely manner.
* Responsible for clear communication of steps required for room bookings within the Room Booking icon on the MyTrent portal.
* Responsible for the implementation of the room booking system in departments to assist with the scheduling and utilization of their bookable spaces. Works closely with departments to bring new spaces online and to review usage of existing spaces when necessary.
* Assists and trains departmental staff on room bookings processes and the use of the room booking system.
* Monitors daily transfer reports to ensure data course scheduling data is accurately reflected in the room bookings system.
* Monitors room bookings telephone line, answers calls, and responds to voicemail messages.

##### Shared Duties

* Creates and maintains process documentation for all processes related to the production of academic timetables, exam scheduling, and room bookings.
* Prepares reports and provides information on current usage of academic space to the Associate Registrar & Director, Student Records and Scheduling. Identifies deficiencies in classroom space, overutilization, and underutilization and makes recommendations to resolve conflicts.
* Participates as a consultant in meetings or working groups related to space analysis on campus and the optimization of available space.
* Continually evaluates scheduling processes to identify areas requiring improvement. Consults with the Associate Registrar & Director, Students Records & Scheduling on process improvements and coordinates implementation.
* Monitors internal processes to ensure adherence to university and departmental policies and procedures. Works in collaboration with scheduling team and Associate Registrar & Director, Student Records & Scheduling to make recommendations related to scheduling policy.
* Plans and drafts communications for academic departments to communicate the release of scheduling information and relevant timelines. Coordinates messaging with the Durham campus to ensure clear and consistent communications for both campuses.
* Ensures timetable website and other scheduling related webpages are updated as necessary.
* Leads and participates in special projects as required.
* Attends the annual scheduling system software conference when requested by the Associate Registrar & Director, Student Records & Scheduling.
* Assists with institutional recruitment and retention efforts by participating in internal and external events such as Convocation and Open House.
* Hires, trains and supervises Student Office Assistants as needed.
* A flexible work schedule may be required, including some evenings and weekends, during peak periods.

#### Education Required:

* Bachelor’s degree (Honours) required.

#### Experience/Qualifications Required:

* Two (2) years’ experience in a registrarial environment including experience using an SIS or data management system. Colleague experience strongly preferred.
* A minimum of two (2) years’ experience extracting, manipulating, and analyzing data as well as accurately and efficiently reviewing large amounts of data.
* Strong technical experience with proven ability to oversee technical processes and procedures.
* Demonstrated knowledge and proficiency with academic scheduling software. Infosilem experience preferred.
* High level of proficiency in various software packages including Microsoft Office Suite with particular emphasis on Excel.
* Excellent interpersonal skills, verbal and written communication skills, and a proven ability to collaborate as part of a team are essential.
* Ability to work both independently and co-operatively in a variety of settings, which at times are high-stress, while exercising tact, professionalism, and patience.
* Experience working in a fast-paced environment and adhering to strict deadlines.

#### Supervision:

* Supervise and direct the activities of Student Exam Assistants and Student Office Assistants.

**Job Evaluation Factors:**

##### Analytical Reasoning

This role requires analytical reasoning to choose the most appropriate course of action from among a variety of possible solutions. Some solutions are defined by standard or established process but due to the significant growth of the institution and increased complexity involved in various circumstances judgment must be used to adapt methods to arrive at solutions. Work planning happens within defined timelines that have little flexibility and involves collaboration with multiple departments. Logical and critical thinking is often required to define problems, develop alternatives, propose, plan, and implement solutions.

Example:

When reviewing enrolment against room capacities the Scheduling Officer must apply analytic reasoning when deciding on appropriate room changes. Various factors must be taken into consideration such as length of time until start of term, estimated course enrolment, capacity of current space, and the likelihood of additional course add/drops that could further impact enrolment numbers.

##### Decision Making

This role requires independent judgement to be used in complex decision making on a regular basis for activities involved in the planning and producing of schedules. Establishes training and procedures for academic departments to follow when providing information on planned courses and exams. Uses this information to create the academic timetable and exam schedule. Has the authority to make decisions on room changes and moves courses as required to ensure the most efficient use of academic space.

Example:

The Scheduling Officer monitors enrolment and will decide on appropriate room changes while also balancing ad hoc requests for use of space (room bookings). When a course has exceeded its current room capacity several factors need to be analysed so a decision can be made on whether the course needs to be moved. These decisions are made independently and directly impact the availability of space of campus.

##### Impact

Scheduling work is driven by requirements and timelines outlined in the academic calendar as well as established practices. There is little flexibility in timelines and the required deliveries. Failure to meet the established timelines can impact the students, ability to plan and the integrity of the registration process (an impact to all students). Also, failure to appropriately monitor enrolment and make appropriate room changes could result in classes being significantly over or under capacity in their assigned spaces. The impact of this could be a poor student experience or underutilization of space which impacts the availability of space on campus for scheduling and other university priorities (workshops, speaker series etc.).

Example:

The Scheduling Officer is responsible for analysing and verifying a significant amount of data to ensure all information is accurate before a timetable or exam schedule can be released. Failure to identify scheduling errors (ie. not having the appropriate academic blocks in place) could result in faculty or student conflicts and ultimately a loss of student registrations and/or the ability for students to secure courses required for graduation.

##### Responsibility for the Work of Others

Indirect Responsibility

* Training and knowledge transfer to users of the scheduling and room booking software.

Direct Responsibility

* Hiring, training, scheduling, and supervising Student Exam Assistants.
* Hiring, training, and supervising Student Office Assistants in the Office of the Registrar.

##### Communication

Internal

* Staff (Deans, Chairs, Faculty, AAA’s, and various staff in different departments across the institution)- Acts as a consultant and knowledge expert on the use of academic space and all aspects related to timetables, exams, and ad hoc bookings (including those needed for high profile university events).
* Staff (IT)- Works closely with IT on server updates and testing.
* Students- Answer student inquiries and communicate about scheduling requests such as religious accommodations.

External

* Scheduling Software Provider- Work to troubleshoot issues on inquire on best practices.
* Responsible for updating webpages and publicly available timetable page.

##### Motor/ Sensory Skills

* Extended hours of keyboarding and mouse manipulation.
* Data entry requiring both speed and accuracy.
* Set up and tear down for exam period (carrying boxes of exam booklets)

##### Effort

Mental

* Position requires a very high level of mental effort with sustained periods of concentration and focus.
* Routinely deals with several issues at the same time and resolves complex problems as they arise.
* Must be able to respond quickly to unexpected circumstances (rescheduling of exams due to weather, last minute movement of classes due technical issues etc.).
* Responding to timeline pressures and multiple priorities (Producing the summer timetable, gathering data for fall winter, and producing the April exam schedule at the same time)

Physical

* Bending, lifting, carrying, when completing exam set up.
* Long periods of workstation sitting or standing while working at a computer.

##### Working Conditions

Psychological Conditions:

* Continuous competing deadlines.
* Troubleshooting technical issues.
* Continuous requirements to monitor and assess transfer of data between systems.
* Difficult conversations with faculty and departments when requests cannot be met.