**Department of Human Resources**

**OPSEU Job Description**

**Job Title:**  AQ Administrator

**Job Number:**  A-401

**NOC:** 4166

**Band:**  7

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

**Supervisor Title:** AQ Manager

**Last Reviewed:** May 13, 2020

The AQ Administrator will provide administrative support for Trent’s Additional Qualification (AQ) Program. The AQ Program offers Ontario certified teachers professionally accredited courses in four terms throughout the year, with the majority of courses being offered online. Reporting to the AQ Manager, the AQ Administrator will provide support to students and instructors, and be included in all aspects related to the Program from course preparation and student registration to technology troubleshooting and final submission of grades to the Ontario College of Teachers.

The AQ Administrator is a self-directed position that will be required to work flexible hours, in consultation with the AQ Manager. With direction from the AQ Manager, the Administrator will be required to work independently, at a high pace, and remotely from a home office equipped with technology capable of supporting this online position.

**Key Activities**

**Student Support and Communication**

* Acts as Trent University's representative and contact for information requests from Ontario certified teachers regarding aspects of the AQ program, including registration, pre-qualifications, procedures, deadlines, and enrolment status. Assesses, handles, consults and/or redirects communication to the AQ Manager as required
* Assists AQ Manager with policy and procedural matters and in communicating conditions, exceptions, etc. regarding particular students and circumstances. Coordinates and ensures timely and effective correspondence at all phases of the registration process for current and future applicants of the program at the direction of the AQ Manager (e.g., distributes information emails including confirming start of course, successful completion of course, etc.)
* Develops and reinforces positive and effective relationships by providing guidance, support and advice to prospective students
* Responds to a wide range of student issues which requires a knowledge of program policies, accuracy, professionalism and judgement. Addresses instructor, student and public questions: receiving, interpreting and conveying verbal and written information with clarity. Answers routine correspondence, memoranda and e-mail with brief instruction; uses discretion when handling confidential material

**Instructor Support, Colleague Access & Payroll**

* Supports instructors to ensure consistency of program delivery and course expectations
* Drafts contractual agreements for course instructors and course developers
* Processes contractual agreements for course instructors and course developers
* Communicates with instructors to ensure deadlines are met. Sends reminders as appropriate
* Assists with instructor set up on payroll, e.g., tax forms and payroll information
* Ensures that instructor/student names and addresses are updated and assists with changes
* Reactivates instructors in Colleague and requests for extending accounts
* Responds to instructors’ queries related to payroll

**Course Tracking and Preparation**

* Checks to see if course syllabuses have been updated for the upcoming term including course titles, course dates, due dates and all links are functional. Confirms with instructors that syllabuses have been updated to reflect current term including course title, course dates, due dates and instructor’s name
* Copies course to multiple sections following approval by AQ Manager
* Ensures course compliancy with AODA requirements
* Responsible for the coordination and ordering of textbooks for courses offered each term based on projected enrolment.

**Admission Requirements, Pre-Qualification Testing and Registration**

* Determines and verifies applicant eligibility; confirms applicants are OCT members in good standing
* Tracks pre-qualification testing for Mathematics and French
* Confirms student registration requirements
* Monitors student registration and contacts Scheduling to arrange for activation of new sections

**Technology Support and Troubleshooting**

* Provides technical support to students, course instructors and course developers to allow for uninterrupted support of course delivery
* Troubleshoots technology issues for both instructors and students (e.g., login assistance, course links not working) Follows up as required
* Liaises with Helpdesk and Information Technology as required

**Student Payment, Accounts and Refunds**

* Coordinates with Finance Office to complete accurate billing of student accounts. Tracks student payments and monitors credit card fees charged to AQ account. Coordinates with Finance Office to ensure accurate billing of student accounts for fees. Follows up as required
* Initiates and tracks student refunds as required and ensure refunds are processed in timely fashion, liaising with Student Accounts in the Office of Finance

**Records and Data Management**

* Documents and maintains records for all course offerings and accreditation materials
* Responsible for development, monitoring and maintenance of student records and progress including electronic file systems and student tracking including students changing sections, course refunds and student course credits.
* Maintains master lists of past and current student and potential applicants to be used for purposes of student recruitment and marketing
* Assists students with changes to personnel information – names and addresses
* Compiles information and statistics as requested.
* Develops and maintains list of current and potential instructors.
* Documents and maintains records for courses and accreditation material
* Maintains files on shared drive
* Processes expense reimbursement claims

**Final Grades and Course Certificates**

* Arranges for grades to be opened through the Office of the Registrar
* Checks grade books in courses and following up with Manager
* Coordinates submission of final grades through LMS, communicating deadlines to instructors
* Sends reminders as required and ensures end of course checklist is complete.
* Confirms that original grading sheets have been submitted. Confirms grades are properly recorded within LMS.
* Assists instructors with issues that arise from grade submission process
* Initiates and sends out course certificates following successful course completion and grade approval.

**Ontario College of Teachers (OCT)**

* Tracks courses that require review and accreditation renewal by OCT, and relevant dates.
* Prepares report for Manager for OCT submission, student listing of course completion including collection of personnel information required to verify OCT submission e.g., birthdate

**Website, Advertising & Promotion**

* Maintains and updates AQ website including term dates, dates for upcoming registration and general information.
* Ensures compliancy with AODA requirements
* Prepares draft copy for brochures, flyers and webpages

**Qualifications**

* Must be able to work remotely from a home office equipped with technology capable of supporting this online position (e.g., up-to-date computer, high speed internet, webcam, microphone, headset)
* Demonstrable competence working independently and online with course delivery tools including the LMS system (Blackboard) and platforms for video and audio conferencing
* Must be able to work flexible hours to accommodate teachers, who may not be available during the day
* Two to three years of administrative experience in a professional, business-oriented or academic office environment required
* Demonstrated understanding of education-related programming, the demands on students and teachers, and standards of professionalism is an asset
* High level of professionalism, diplomacy and confidentiality is required
* Demonstrated ability to take initiative, problem-solve, and use good judgment is essential
* Demonstrated writing skills and the ability to articulate is a requirement
* Excellent interpersonal and customer service skills required; demonstrated skills in, and commitment to, customer service and continuous improvement
* Excellent ability to establish priorities and demonstrated organizational skills with ability to work accurately and pay close attention to detail required
* High level of proficiency using MS Office programs, Adobe, and Blackboard Learning Management System

**Education**

* Undergraduate Honours Degree required
* Bachelor of Education an asset, however not required