**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Program Assistant

**Job Number:** SO-380

**NOC:** 1241

**Band:** 3

**Department:** Centre for Academic Testing/ Durham Exam Centre

**Supervisor Title:** Director, Student Wellness Centre / Manager Student Affairs Durham

**Last Reviewed:** September 15, 2020

**Job Purpose**

The Program Assistant is responsible for the ongoing administrative support needed at the Centre for Academic Testing / Durham Exam Centre. The program assistant is one of the initial contacts for students, Professor’s, Student Accessibility Services (SAS) Advisors and Academic Administrative Assistants. They assist the Coordinator, Centre for Academic Testing in organizing and preparing the ongoing test and note taking support provided at the Centre. Oversees the booking of external exams written at Trent Centre for Academic Testing. The Program Assistant monitors the maintenance and inventory of the computers, laptops, headsets, other equipment and software for the Centre for Academic Testing computer room.

**Key Activities**

1. Communicate with Students, Professors, SAS Advisors and Academic Administrative Assistants about booking exams, the drop off and pick up of tests and exams, and booking of external exam bookings in person and through email and phone. Serves as a contact point and support for volunteer note takers and student Note taking Assistants. Exam Proctor during the term or relief for proctors employed during the exam period. Maintain confidentiality of students with disabilities and test/exam information. Monitoring test rooms to confirm compliance with Trent university examination regulations, or the regulations as specified by the External Institution for which we are invigilating the exam.
2. Assists Coordinator with set up of alternate format for specific tests and exams. Assist in organizing, set up, proctor and delivery of alternate format exams for students with disabilities at Trent.
3. With direction from the Coordinator assist with the organization and preparation of exams by preparing rooms and test packaging.
4. Assists with booking rooms when more space than what is in the Centre for Academic Testing rooms is needed primarily for midterms and finals
5. Entering test bookings into the computer database – Clockwork and notifying professors via email of the booking and corresponding accommodations.
6. Assist with deferred dates – due to cancellation because of weather, electrical failure etc.
7. Receiving and keeping secure according to procedures, both hard copy and electronic copies of exams and pertinent test administration instructions.
8. Securely collect service fees and provide receipts before starting an external test or examination;
9. Communicates with external institutions and external to Trent Students to schedule, monitor, prepare, and invoice external test bookings. Discerning if the fee will be paid by the external institution or to Trent Student and noting this in the test booking.
10. Coordinating the receiving and return of external exams to other institutions. (Mail, scan, online, purolate, etc.) Dates stamps external exams and other mail.
11. Assist the Coordinator with the deposit of the external fees.
12. Contact and Schedule the Volunteer Exam Proctors for December and April Exam Periods.
13. Monitors the use of office supplies, paper and ear plugs needed by Exam Proctors and SAS students, by ensuring we have prepared exam bin supplies. Orders supplies as needed for the ongoing support of the tests and exams.
14. Works with setting up various assistive software programs based on student accommodations (Dragon, Kurzweil, Text Help Read and Write, Jaws, Word Q etc.)
15. Assists with interviewing and hiring of Exam Proctors and Student TWSP Notetaking Assistants
16. Assists with training of Exam Proctors, supports exam proctors and SAS staff with specialized exam set ups or problem solving software and hardware technology challenges.
17. Assist the Coordinator to ensure all staff have the required training & documents needed to perform the job as a Proctor, i.e. AODA training, VIP, Staff accounts.
18. Assists with the scheduling of students and staff through the when iWork app
19. Assists the Coordinator in coordinating specialized equipment, technology, aids, ergonomic devices and chairs, adjustable table and set up of visual equipment signs, partitions, lighting for accommodating tests and exams for students with a diverse range of mental, physical, emotional, and health supports
20. Assists with delegating the location that the SAS student writes based on their accommodated needs through sign in sheets and charts
21. Maintain a high level of Situational Awareness with attention to student proxemics and kinesics (Non-verbal) cues so as to avoid stress related escalations
22. Familiarity with and ability to enable Federal, Provincial and other laws, regulations, policies and procedures relevant to, education, health & safety, accessibility, human rights, Indigenous rights, gender equality, LGBTQ2 rights, Student accountability and diversity as well as how different departments and institutions may have different policies and procedures and Work independently to prioritize and meet deadlines, while working in a service environment with constant interruptions and frequent changes to priorities.
23. Record keeping-
    1. Clockwork database; (I.e. scheduling of students, changes in the bookings, changes of times, requests for the Professors, drop off & pickup information, student accommodations, etc.)
    2. When I Work app - scheduling of staff,
    3. Slack - (a communication app used by the Centre for Academic Testing) distributes information as necessary to staff – i.e. corrections to exams, illness of students, changes or modifications of scheduled rooms, etc.
    4. Outlook calendar - external bookings with pertinent information,
    5. Excel spreadsheets - create documents needed for a smoother running of the CAT
    6. Word – creation, maintenance of documents needed for the students & Professors. I.e. Confidentiality Forms, Checklists etc.
    7. S: drive- creation, input information and maintaining of the documents
    8. E-mail – initiating contact with Students & Professors, SAS Advisors about changes, permissions, obtain approval from Professor’s for deferred dates for students to write on alternative dates, etc.
    9. Adobe acrobat- for adapting of exams to be utilized with the different software used by students
    10. Chrome – for the differing programs used by external universities
    11. Payroll- creation and maintenance of staff files
    12. Shred-
24. Other Administrative Services – Assist the Coordinator CAT in other duties.

**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 crises while remaining compassionate and student-centred. 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 & confidentiality.

**Education**

College or University Degree

Knowledge of health care is an asset

Standard First Aid and CPRC

Crisis Intervention Crisis Prevention training

Safe Talk

Non-Violent Crisis Intervention

**Experience Required**

Ability to adhere to Trent University’s policies concerning persons with disabilities, commitment to accessibility, accommodations for students with disabilities, academic integrity and academic misconduct.

1-2 years office management skills

1-2 years Computer software and hardware Knowledge & skills

1-2 years scheduling and adaptability to reschedule as needed

**Communication**

Strong interpersonal and communication skills.

Ability to have dialog with various parties. I.e. students, Professors, outside Universities & 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.