**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Program Assistant

**Job Number:** SO-380

**NOC:** 1241

**Band:** 2

**Department:** Centre for Academic Testing

**Supervisor Title:** Director, Student Wellness

**Last Reviewed:** August 21, 2013

**Job Purpose**

The Centre for Academic Testing Program Assistant is responsible for the ongoing administrative support needed at the Centre for Academic Testing. The program assistant is one of the initial contact for students, Professor’s and Department Secretaries. They would assist the Coordinator, Centre for Academic Testing in organizing and preparing for the ongoing test and note taking support that is provided at the Centre for Academic Testing to students registered with the Student Accessibility Services, to Professor requested tests and external exams. As well as being the point person for volunteer student note takers.

**Key Activities**

1. Communicate with Students, Professors, and Department Secretaries about booking exams, the drop off and pick up of exams, and booking of external exam bookings in person and through email and phone.
2. Serves as a contact point and support for volunteer note takers and student Note taking Program Coordinator. Organizes distribution of course notes taken by note takers.
3. Exam Proctor 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.
4. Assists Coordinator with set up of alternate tests and exams. Books rooms for tests/exams. Assist Disability Service staff in organizing, set up, proctor and delivery of alternate format exams for students with disabilities at Trent. With direction from the Coordinator, Centre for Academic Testing, assist with the organization and preparation of exams by preparing rooms and test packaging.
5. Entering bookings into the computer database – Clockwork and notifying professors via email of the booking and corresponding accommodations. Receiving and keeping secure according to procedures, both hard copy and electronic copies of exams and pertinent test administration instructions.
6. Securely collect service fees and late fees and provide receipts before starting an accommodated test or examination;
7. Contact and Schedule the Volunteer Exam Proctors for December and April Exam Periods.
8. Other Administrative Services – Assist the Coordinator CAT in other duties.

**Analytical Reasoning**

Minimal: Knowing when to seek consultation from supervisor.

**Decision Making**

Minimal: Ability to assist with crisis situations while remaining compassionate and student-centred. Remain sensitive to students’ disclosures and rights to confidentiality regarding disability.

**Impact**

Moderate: Academic integrity & confidentiality.

**Education**

Secondary School Diploma.

**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.

**Communication**

Strong interpersonal and communication skills.

**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.