**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Program Assistant, Durham Campus Exam Centre

**Job Number:** SO-398

**NOC:** 1241

**Band:** 2

**Department:** Trent University Durham

**Supervisor Title:** Manager, Student Affairs – Trent University Durham

**Last Reviewed:** January 30, 2015

**Job Purpose**

The Durham Campus Exam Centre Program Assistant is responsible for the ongoing administrative support needed at the Exam Centre. The program assistant will assist the Counsellor/Accessibility Advisor in organizing and preparing ongoing test and note taking support for students registered with Accessibility Services, professor requested tests, and external exam proctoring.

The Program Assistant coordinates and promotes the Durham campus note taking program, which assists students who may not be able to accurately see or hear lectures due to a disability.

**Key Activities**

**Exam Centre:**

1. Scheduling of tests in coordination with professors and adhering to University exam protocols.
2. Assigning invigilators and completing room bookings for scheduled tests.
3. Receive and keep secure according to procedures, both hard copy and electronic copies of tests and pertinent administration instructions.
4. Maintain confidentiality of students with disabilities and test/exam information.
5. Ensure compliance with Trent University examination regulations, or the regulations as specified by the External Institution for which we are invigilating the exam.
6. Responsible for administrative procedures including maintaining records.
7. Promote and coordinate external examination bookings.
8. Collecting and processing fees and maintaining financial records.
9. Exam Proctor or relief for proctors employed during the exam period.
10. Organize and maintain exam centre laptops, software, equipment, and supplies.
11. Other administrative services; assist the Counsellor/Accessibility Advisor and/or Manager in other duties.

**Note taking:**

1. Working closely with faculty and the Durham campus staff, recruit volunteer note takers.
2. Serves as a contact point and support for volunteer note takers.
3. Organizes distribution of course notes taken by note takers.
4. Scan and upload notes submitted by volunteer note takers on a timely basis.
5. Organizing volunteer appreciation.
6. Other administrative services; assist the Counsellor/Accessibility Advisor and/or Manager in other duties.

**Education**

Secondary School Diploma required.

**Experience Required**

* One year of customer service experience in an office environment.
* 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.
* Intermediate level skills and experience with computers and software such as MS Office, the internet, and email required.
* Excellent organizational skills.
* Excellent interpersonal and communication skills.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Demonstrated ability to work well and quickly under pressure with minimum supervision.
* Ability to maintain the confidentiality of student information, requests and accommodations.
* Ability to work evenings and weekends, as required.