

Job Description

Job Title:	Examinations Specialist
Department:	Office of the Registrar
Reports To:	Manager, Examinations and Classrooms
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	April 2025

Primary Purpose

The Examinations Specialist is responsible for the efficient administration, coordination, and operation of all examination activities for both online and on-campus courses at the University of Waterloo. This includes coordination of the final examination processes, from scheduling and print management to ensuring compliance with academic policies. The Specialist also liaises with various departments and stakeholders to ensure smooth operations, providing a seamless and secure examination experience for all students.

Key Accountabilities

Examination Administration & Coordination

- Coordinate all aspects of examination operations for both online and on-campus courses, ensuring adherence to university policies and academic regulations.
- Develop, manage, and update final examination schedules for on-campus and online courses ensuring no conflicts and smooth execution.
- Oversee the printing of several thousand exams annually, ensuring completeness, accuracy, and consistency.
- Coordinate the sorting and preparation of exam material for pickup or delivery by instructors after the examination sessions.
- Ensure the secure handling, storage, distribution, and disposal of final examination materials, including tracking and investigating anomalies such as missing exams.
- Collects and records departmental proctor information for all scheduled and administered examinations.
- Assists with the physical set-up and teardown of the PAC.
- Maintains the inventory of examination supplies.
- Liaises with Departmental Examination Representatives throughout the examination scheduling process.
- Assigns writing venues for both "scheduled and administered" and "scheduled only" final exams.
- Acts as the secondary emergency contact during the entire final examination period.
- Coordination of make-up examination sessions including registration tracking, printing, sorting and secure handling of examinations, arranging invigilation staff and coordinating with AccessAbility Services to ensure all students with accommodations have the necessary exams and materials available for make-up sessions.

Invigilation, External Examinations and Relief Examinations

- Train, schedule and support presiding officers for examination sessions, ensuring compliance with examination regulations and policies.

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- Organize work of casual/contract staff according to priority, plans work schedules, ensures adequate resources are available to meet deadlines and make efficient use of staff resources.
- Manage logistics for externally written examinations, ensuring efficient, cost-effective operations.
- Handle relief examination applications, coordinating with faculty and AccessAbility Services to provide accommodations for students requiring missed or rescheduled exams.

Scheduling & Print Control

- Schedule and arrange final examinations for students, whether on-campus, online, or at external examination centres, and ensure special accommodations are made for students with disabilities in coordination with AccessAbility Services.
- Set parameters and input data for the examination scheduling software each term. Coordinate with various departments, including Wilfrid Laurier University, to resolve conflicts and create a conflict-free examination schedule for all students, including those in double-degree programs.
- Verify the correct upload and submission of examination masters through the examination management software.
- Authorize and oversee the printing, delivery, and integrity of final examination papers at designated secure locations.

Training, Communication, and Stakeholder Liaison

- Provide training and ongoing support to Departmental Examination Representatives, faculty, and proctors to ensure smooth examination operations.
- Plans and coordinates a high volume of examination activities with tight deadlines. Integrates and prioritizes the competing demands that are received from a variety of stakeholders using strong interpersonal skills and flexibility.
- Assist in the development and communication of exam-related policies, procedures, and training materials to all stakeholders.
- Foster collaborative relationships with faculty, administrators, and external vendors to enhance the examination process and address any concerns.

Technology & Process Improvement

- Continuously assess and improve examination processes to meet the evolving needs of internal and external stakeholders, integrating new technologies as needed.
- Participate in the evaluation, testing, and implementation of exam-related software and systems to improve efficiency.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University or college degree with several years of administrative or operations experience, preferably in an academic environment, or equivalent experience.

Experience

- 2 years of administration experience, preferably in an academic environment.
- Demonstrated experience exercising sound judgement, problem solving and decision-making skills
- Demonstrated experience and proficiency in data entry.

Knowledge/Skills/Abilities

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- Effective communication and interpersonal skills; demonstrates professionalism and discretion when dealing with confidential or sensitive matters.
- Excellent oral and written presentation/communication skills with proven negotiation and conflict resolution skills.
- Demonstrated analytical and problem-solving skills with an ability to manage a high volume of work with extreme accuracy and independence.
- Excellent attention to detail is essential.
- Demonstrated ability to work with others in a collaborative, positive and diplomatic manner while providing exceptional detailed support.
- Develop and maintain excellent working relationships at all levels of the organization.
- Excellent organizational skills with the ability to manage multiple and changing priorities while meeting deadlines.
- Ability to work independently and accurately and to take initiative when minimal direction is provided.
- Approach projects with continuous improvement lens.
- Comfort with technology and learning new systems.
- Technical: Proficiency in Microsoft Office Suite: Word (highly proficient), Excel (highly proficient), PowerPoint (knowledge of), Outlook; document management and web content management software.

Nature and Scope

- **Contacts:** Works closely with Departmental Examination Representatives, Departmental Chairs, Associate Deans, school directors, ITMS (Instructional Technologies and Media Services), AccessAbility Services, Graduate and Postdoctoral Affairs Office, Plant Operations, Central Stores, Campus Response Team, WatCard Office and Wilfrid Laurier administrators.
- **Level of Responsibility:** Responsible for providing expert analysis and advice on final examination schedule and timetable development. The overall integrity of final exam management is a major responsibility of this incumbent as well as the secure and confidential management of several hundred printed exam papers each term.
- **Decision-Making Authority:** Makes decisions necessary for the creation of the final examination schedule and the timetable using their knowledge of departmental requirements, instructor constraints, student cohorts, room needs/preferences, final exam invoicing/supplies etc.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position (attention to detail, prolonged focus on computer monitors and prolonged sitting) It may involve constant interruptions from e-mail, face-to-face interaction and phone.
- **Working Environment:** Normal working hours except for the two-week period each term during final examinations when on-call status is required. Complex, high-volume workload with fluctuating priorities. Physical duties include moderate lifting during exam deliveries and set-up.