

## Job Description

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<b>Job Title:</b>	Examinations and Scheduling Specialist
<b>Department:</b>	Registrar's Office
<b>Reports To:</b>	Director, Scheduling and Examinations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	October 2018

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### **Primary Purpose**

The Examinations and Scheduling Specialist is primarily responsible for the scheduling and administration of the Final Examination Schedule each term. This involves liaising with Departmental Examination Representatives as well as other internal and external contacts to create a conflict-free final exam schedule, working with academic staff and instructors to manage the final exam print process, overseeing all aspects of final exam administration, all while ensuring the highest level of exam integrity. The incumbent will also provide back up for all aspects of the timetabling and classroom management processes.

### **Key Accountabilities**

#### **Final Examination Schedule Development**

- Coordinates the collection of data for on-campus, Centre for Extended Learning and Wilfrid Laurier University final examinations
- Sets the appropriate parameters within the exam scheduling software each term
- Prepares and inputs academic data into the exam scheduling software
- Coordinates with WLU colleagues to create a conflict-free exam schedule for our double degree students
- Imports student data once the add deadline passes
- Liaises with Departmental Examination Representatives throughout the exam scheduling process.
- Creates a final exam schedule for CEL and reports the conflicts for resolution.
- Creates a conflict-free final exam schedule for on-campus exams.
- Assigns writing venues for both "scheduled and administered" and "scheduled only" final exams.

#### **Final Examination Print Management**

- Using university standards, ensures the completeness and consistency of several thousand final examinations that are printed through the Registrar's Office each year.
- Reconciles printing costs (>\$150k per year) & ensures mistakes are reported/corrected through New Media Services.
- Verifies the correct upload and submission of final exam masters submitted through our exam management software.
- Coordinates the print requisition requirements for printed examination papers.
- Ensures all policies/procedures are current and distributed to various stakeholders prior to each final exam period.

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<ul style="list-style-type: none"><li>• Authorizes and oversees the delivery/quality control/integrity of final exam papers at three secure exam locations.</li><li>• Maintains and distributes current policy &amp; procedural information for instructors and proctors to the Departmental Exam Representatives.</li><li>• Manages the confidential shredding of final exam papers and other exam-related material as required.</li></ul>
<b>Final Examination Management</b> <ul style="list-style-type: none"><li>• Creates a cycle of events for each new exam scheduling cycle</li><li>• Works with the Registrar's Office Communications team to post and maintain the Final Examination Schedule on the Registrar's Office web site</li><li>• Ensures that Registrar classrooms are available for all final examination-related activities</li><li>• Recruits, hires, trains and manages payroll information for a team of Presiding Officers who oversee final exams in the Physical Activities Complex (PAC)</li><li>• Collects and records departmental proctor information for all scheduled and administered examinations.</li><li>• Oversees the physical set-up and teardown of the PAC</li><li>• Maintains the inventory of examination supplies</li><li>• Identifies eligible relief exam candidates and communicates their eligibility to them along with appropriate details/deadlines</li><li>• Manages Relief Exam applications</li><li>• Liaises with AccessAbility Services (AAS) and instructors to coordinate relief exam arrangements.</li><li>• Maintains relief exam statistics</li><li>• Works with the Campus Response Team members to ensure there is medical coverage for students during the final exam period</li><li>• Liaises with the WatCard Office to ensure the scanners are available and in working order during each final exam period</li><li>• Acts as the primary emergency contact during the entire final exam period.</li></ul>
<b>Academic timetable development</b> <ul style="list-style-type: none"><li>• Provides support for their Scheduling colleagues in all aspects of timetable development including analysis of course combination constraints, time, course and room constraints, evaluation of change requests, room utilization etc.</li><li>• Provides assistance when necessary with system coding and verification.</li></ul>
<b>Training and communication</b> <ul style="list-style-type: none"><li>• Develops, generates, interprets and distributes information to Departmental Examination Representatives, Instructors, Academic Chairs, School Directors and Associate Deans.</li><li>• Conducts regular training workshops for all stakeholders and provides one-on-one coaching as required.</li><li>• Fosters partnerships with Departmental Exam Representatives in the academic departments.</li><li>• Provides resource data for the Provost's Advisory Committee on Timetabling (PACT).</li><li>• Participates as a member of the University Timetabling Committee (UTC).</li><li>• Participates as a member of the Exam Management System committee.</li><li>• Coordinates with the Communications team in the development of requirements/scripts/manuals for training.</li><li>• Ensures the Scheduling Office website and Scheduling SharePoint site houses current and relevant information.</li></ul>
<b>Knowledge, Expertise and Continuous Improvement</b>

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- Participates in ongoing training to ensure an in-depth knowledge base
- Assists with, and participates in cross-training with colleagues in the Scheduling Office
- Works with the RO Communications Team to educate students/staff/faculty wrt exam-related policies/procedures
- Creates and updates related workplace procedures
- Leads and contributes to special projects, when applicable.

### **Required Qualifications**

<b>Education</b> <ul style="list-style-type: none"><li>• Completion of a college diploma required, Undergraduate degree preferred.</li><li>• A combination of equivalent education and experience will be considered.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 2-3 years in an educational institution, preferably with experience in examination &amp; scheduling software applications.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Excellent oral and written presentation/communication skills.</li><li>• Proven negotiation and conflict resolution skills.</li><li>• Knowledge of exam scheduling and timetabling software is an asset.</li><li>• Advanced proficiency in Microsoft suite.</li><li>• Demonstrated analytical and problem solving skills with an ability to manage a high volume of work with extreme accuracy and independence.</li></ul>

### **Nature and Scope**

**Contacts:** Works closely with Departmental Examination Representatives, Departmental Scheduling Representatives, Departmental Chairs, Associate Deans, school directors, ITMS, AccessAbility Services, Graduate and Postdoctoral Affairs Office, Centre for Extended Learning, Plant Operations, Central Stores, Campus Response Team, WatCard Office and Wilfrid Laurier administrators. The incumbent is a member of the Provost's Advisory Committee on Timetabling (PACT), the University Timetabling Committee (UTC) and the Exam Management System Committee (EMS).

**Level of Responsibility:** Responsible for providing expert analysis and advice with regard to 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. Also makes decisions necessary for the creation of the course timetable using their knowledge of departmental requirements, instructor constraints, student cohorts, room needs/preferences etc.

**Physical and Sensory Demands:** Visual/mental concentration required in a shared office setting. Pressure involved in meeting deadlines and dealing with agitated faculty and staff who have complex constraint demands.

**Working Environment:** Primarily office-based and normal working hours with the exception of 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.