Job Description

Job Title:	Scheduling, Examination and Resource Specialist
Department:	Registrar's Office
Reports To:	Director, Scheduling and Examinations
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	January 2018

Primary Purpose

The Scheduling, Examinations and Resource Specialist is primarily responsible for academic timetable development. The incumbent will support all aspects of the scheduling process which includes the development of a "rolled" set of courses, the training and guidance of 116 Departmental Scheduling Representatives, the in-depth analysis of the developing timetable and ensuring that the finalized timetable meets the needs of students, instructors and academic departments while making optimal use of the central classroom inventory. Anticipating the impact of changes to the schedule using their knowledge, experience and the available data is a significant aspect of the incumbent's role.

Key Accountabilities

Academic timetable development
- Analyses course combination constraints and requests for change to maximum classroom utilization while also ensuring academic progression of students in their individual programs/specializations.
- Compiles, verifies and codes instructor, time, course and room constraints to inform the creation of the timetable, ensuring internal conflicts are not created.
- Evaluates change requests to ascertain the level of impact; appropriately changes or recommends alternate solutions if necessary.
- Identifies and resolves data inconsistencies that have been created as a result of subsequent change requests, conflicting constraints and multiple data submissions for a single course.
- Reconciles PCS sections (Course Selection sections) to ensure students are able to select the courses they require/desire during the Course Selection Period.
- Creates, informs, implements and updates policy, procedure and business processes where required.
- Participates in the definition of requirements for software applications used to support class timetabling (Quest, Ad Astra, Infosilem, online Change Request submissions).

Scheduling processes resource
- Works with scheduling stakeholders to explore options for continual improvement to business process/system set-up.
- Provides scheduling solutions all academic units/faculties.
- Participates in both super user and end-user testing of new releases of system software.
- Works with campus partners to review and establish the scheduling cycle each term.
- Reports and tracks suggestions for system enhancements.

Training and communications
- Develops, generates, interprets and distributes reports necessary for the scheduling/examinations processes.

- Distributes information to Departmental Scheduling Representatives, Academic Chairs, School Directors and Associate Deans.
- Conducts regular training workshops for all scheduling stakeholders and provides one-on-one coaching as required.
- Fosters partnerships with Scheduling Representatives/Departmental Chairs in the academic departments.
- Provides resource data for the Provost's Advisory Committee on Timetabling (PACT).
- Participates as a resource for the University Timetabling Committee (UTC).
- Coordinates with the Communications team in the development of requirements/scripts/manuals for training.
- Ensures the Scheduling Office website and Scheduling SharePoint site houses current and relevant information.

Academic Resources
- Endorses fair use policy as it applies to room utilization using a complex set of Standard Meet patterns.
- Provides classroom supplies such as whiteboard markers/erasers and appropriate signage for instructor use of the equipment by liaising with Plant Operations and Instructional Technologies and Media Services (ITMS).
- Reserves/confirms centrally-managed classrooms (approx. 130) using event management system.

Exam scheduling process resource
- 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) and ensures mistakes are reported/corrected.
- 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.
- Authorizes the delivery/quality control of final exam papers at the secure exam locations.
- Collects and records proctor information for all scheduled and administered exams.
- Maintains and distributes current information for proctors to the Departmental Exam Representatives.
- Coordinates the confidential shredding required during the final exam periods.

Maintains Classroom/furniture inventory
- Maintains the Infosilem, Ad Astra and PeopleSoft facility tables used to support room assignment activities.
- Audits and reconciles three separate room asset databases to identify data inconsistencies using source data from Institutional Analysis and Planning (IAP), ITMS and Plant Operations.
- Notifies the appropriate departmental representatives when utility shutdowns occur within buildings that house classroom space.
- Tracks and maintains the Registrar's Office furniture inventory (furniture in classrooms as well as in storage).
- Arranges the replacement or repair of missing or damaged classroom furniture or audio visual equipment which can result in room re-assignment.
- Ensures students' and instructors' accessibility needs are met in centrally-managed classrooms by altering/removing furniture, providing specialized furniture or re-assigning a class to a more appropriate room if necessary.

Knowledge, Expertise and Continuous Improvement
- Participates in ongoing training to ensure an in-depth knowledge base
- Assists with, and participates in cross-training with colleagues in the Scheduling Office
- Leads and contributes to special projects, when applicable.

Required Qualifications

Education
- Completion of college diploma required, Undergraduate degree preferred.
- Combination of equivalent experience and education may be considered.

Experience
- 2-3 years in an educational institution, preferably with experience in scheduling software applications.

Knowledge/Skills/Abilities
- Excellent oral and written presentation/communication skills with proven negotiation and conflict resolution skills.
- Knowledge of PeopleSoft and Infosilem software is an asset.
- Demonstrated analytical and problem solving skills with an ability to manage a high volume of work with extreme accuracy and independence.

Nature and Scope
- **Contacts:** Works closely with Systems/IST staff, Departmental Scheduling Representatives, Departmental Chairs, Associate Deans, school directors, ITMS, Institutional Analysis and Planning, AccessAbility Services, Graduate and Postdoctoral Affairs Office, Centre for Extended Learning, Plant Operations, Central Stores and Wilfrid Laurier. Attends PACT as a resource and is a member of the UTC.
- **Level of Responsibility:** Responsible for providing expert analysis and advice with regard to timetable development. Also responsible for the secure and confidential management of several hundred printed exams each term.
- **Decision-Making Authority:** Makes decisions necessary for the creation of the 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.
- **Working Environment:** Primarily office-based and normal working hours. Complex, high volume workload with fluctuating priorities.