

Job Description



Job Title:	Exam Centre Manager
Department:	AccessAbility Services
Reports To:	Manager, Accommodation Services
Jobs Reporting:	Proctor Coordinator
Salary Grade:	USG 7
Effective Date:	May 2023

Primary Purpose

The Exam Centre Manager is responsible for maintaining the integrity and efficiency of AccessAbility Services' Exam Centre, as well as overseeing all aspects of tests facilitated by AccessAbility Services for students who require testing accommodations. The incumbent reports to the Manager, Accommodation Services. The Exam Centre Manager is responsible for ensuring the fair and proper conduct of examinations in an environment that enables students to appropriately access their eligible testing accommodations, in accordance with academic integrity and University protocol. The Exam Centre Manager is responsible for ensuring University of Waterloo testing and examination policies and procedures are adhered to, adequate human and physical resources are available, proper systems and processes are in place, schedules are appropriate, and required information is communicated to students, faculty, proctors and staff. The incumbent must successfully accomplish this while taking into consideration the accommodations required for each student, to ensure the University's duty to accommodate is upheld.

Key Accountabilities

Examination Specialist

- Keeps abreast of technological changes as they relate to examinations and testing accommodations and has an in-depth understanding and knowledge of Waterloo academic regulations, protocols and procedures pertaining to exams and accommodations
- Liaises with the AccessAbility Services to accommodate examinations for students who require accommodations, ensuring assistive technology is installed, scribes or interpreters are secured, and that other accommodation tools or services are implemented.
- Coordinates the preparation of the assigned seating plans for exam within the Exam Centre (and other exam writing spaces) and communicates the arrangements to students.
- Works with faculty and students to reschedule missed exams where appropriate. Determines the validity of such requests and makes decisions based on University policy, identifying those that require escalation to the Associate Dean. Handles exam deferral requests. Documents cases as required for future.

Operations Management

- Assesses, reviews and redevelops practices and processes within the Exam Centre regularly to ensure the changing needs of students and course instructor are met.
- Provides a coordinated, integrated, and effective delivery of exam accommodations, in an environment that enables students to perform to their best ability, while maintaining academic integrity on behalf of the course instructor.
- Ensures systems and processes within the Exam Centre are appropriate and efficient; identifies areas for system improvement to the Associate Director.

- Ensures timely and professional communication between the students, course instructors and the staff within the Exam Centre and AccessAbility Services.
- Maintain testing equipment including computers, and specialized adaptive technology and recommends the purchasing of new equipment as needed.
- Participates in the development of business processes to accommodate the University's requirements for administering examination.
- Documents procedures and continually refines them; ensuring that relevant staff are properly informed and trained.
- Responds to inquiries from faculty, students and staff.
- Troubleshoots/problem-solves issues within the Exam Centre.
- Ensure staffing levels and procedures at exam sessions meet University regulations.
- Ongoing analysis of the built environment with the Exam Centre, staffing, and policies/procedures, in order to minimize risks and maintain integrity of the Exam Centre.

Human Resource Management

- Exceptional leadership and management of the Exam Centre Team including hiring, staff performance manage, professional development, salary administration, priority setting, strategic planning and ensuring the effective delivery and assessment of services.
- Establishes team objectives and performance expectations in alignment with the overall objective and direction of AccessAbility Services and strategically plans for continuous improvement.
- Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication.
- Exercises skill in managing people and providing them with a productive and positive team-oriented work environment.

Handling Sensitive Materials

- Ensure access to secure documents are appropriately controlled.
- Appropriately use and maintain confidential health and education records in accordance with University policy and relevant Privacy legislation (PHIPA).
- Effectively use systems and technology to accurately and efficiently manage student medical information.
- Direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.
- Ensure data accuracy and document integrity.
- Responsible for the overall efficient, cost-effective, and secure handling of final examination materials, including collection, storage, duplication, accurate assembly, distribution, and disposal of all examination packages
- Understands and commits to maintaining appropriate standards of confidentiality and security of materials
- Maintains a current and accurate reflection of interactions with students through detailed case notes

Student-Focused Service Delivery (supporting students with disabilities)

- Knowledgeable of needs of students with disabilities, particularly as it relates to testing accommodations and behaviours within the Exam Centre.
- Researches and follows best practices related to facilitating student testing accommodations, including current trends, and forecasting future needs to ensure continuous improvement of services and support.
- Act as liaison between students and various Waterloo departments/staff/faculty to resolve issues regarding tests and testing accommodations

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- Manage student behaviors in the Exam Centre, which is a high stress environment where students regularly experience anxiety attacks, outbursts, aggressive and threatening behaviours, as well as heightened medical symptoms.
- Maintains up to date knowledge of technology as it relates to examination delivery and academic integrity.

Collaboration with Partners

- Maintains a close working relationship with management personnel in the Registrar's Office and faculties, and those members of the uWaterloo community who are responsible for examinations.
- Works closely with uWaterloo departments, including CEL, in the provision of exam accommodations
- Liaising between faculty, AccessAbility Services (Accommodation Consultant), and academic administrators regarding the provision of accommodations, examinations and examination integrity.

Required Qualifications

Education

- Bachelor degree in relevant field.

Experience

- Experience in a student-focused (secondary or post-secondary school context) environment.
- Experience working with students with disabilities.
- Experience managing people, materials and processes in a time and security-conscious setting.
- Experience and/or training in supporting students in crisis and securing appropriate support.

Knowledge/Skills/Abilities

- Displays strong organization skills and attention to detail.
- Proven ability to provide solution-focused interventions. Negotiation and mediation skills is an asset.
- High degree of planning and coordination skills.
- Strong interpersonal skills and flexibility are required in order to integrate and prioritize competing demands that are received from a variety of stakeholders.
- Excellent written and oral communication skills.
- Strong computer skills, including MS Office and other programs as needed. Capability to learn new systems.
- Superior decision-making skills, tact and discretion in the face of potentially adverse situations, in particular, when working with students in crisis or when managing issues related to exam integrity.

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with the other AccessAbility Services Advisors, many departments across campus (Registrar, CEL, etc.) and the 6 faculty units. Externally, this position may interact with professional associations or other institutions.
- **Level of Responsibility:** This position maintains a high level of responsible for the overall management of the exam accommodations operations facilitated by AccessAbility Services. This includes the supervision of the Exam Centre staff, oversight of the Exam Centre (and exams written off-site), and responsibility for the integrity of all exams facilitated by AccessAbility Services for students requiring testing accommodations. The incumbent has a high degree of access to confidential materials, and as a result is responsible for the secure and confidential management of student medical documentation.
- **Decision-Making Authority:** This position has significant decision-making authority for all accountabilities related to the Exam Centre staff and facility. These types of decisions include: staffing decisions, workload/priority management, effective process creating and implementing, and dealing with sensitive situations that involve integrity breeches.

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- **Physical and Sensory Demands:** This role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
 - **Working Environment:** Involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This is due to higher than typical exposure to emotionally disturbing interactions with verbally and physically aggressive individuals, some dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). Weekend and after hours work is required during the peak examination periods.