

Athabasca University Support Position Description: Exam Services Administrator



Section I

Position Information	Update Only <input type="checkbox"/> Classification Review x <input checked="" type="checkbox"/>
Position Title	Exam Service Administrator
Position #	
Department	Office of the Registrar
Classification Level	Range 2
Reports to	Coordinator, Enrolment, Records, & Examinations Services
Effective Date	2011
Position Summary Briefly describe the main purpose(s) of the position <ul style="list-style-type: none"> - Invigilation - Formatting - Grouped Study - Collaborations - Data Entry - General Duties 	Consistent with the policies of the University and the objectives and priorities of the Office of the Registrar: This position is responsible for all functions of Exam administration, including but not limited to: <ul style="list-style-type: none"> - Assisting in providing an efficient and effective examinations service. - Ensuring the integrity of examinations and exam related information for Athabasca University courses. - Formatting examinations - Assisting in the development, maintenance and currency of the exam invigilation network. - Process requests for examinations and administer the distribution of examinations throughout their life cycle - Data Entry - Resolution of related client inquiries - Responding to voicemail and email - Setting up examinations for Challenge and Group Study courses - Other duties as assigned
Duties and Responsibilities Organize by key responsibility area and include % of time spent where possible	As assigned by the Manager of Examination Services, including, but not exclusive to: <p style="text-align: center;">Invigilation</p> <ul style="list-style-type: none"> - Maintain the accuracy of invigilator information in AU's Student Information System (SIS) through the periodic review of this information and the processing of updated information submitted by, or solicited from, invigilators. - Assist with maintaining the accuracy of the on-line invigilation network listing information presented on the University website - Effectively and accurately using the Internet and other means of investigation to gain access to the

information required in the invigilator review and approval process

- Ensure that the correct invigilation procedures are followed at invigilation sites
- Effectively and accurately use the SIS and the on-line invigilation network to research cases of potential misplaced examinations and update information accordingly based on the results of the investigation. This will involve efficient navigation within the software, accurate data input where appropriate, and report/examination identification and generation where appropriate.
- Provide on-site invigilation services at Athabasca University for AU students and for students from other institutions

Formatting.

- Proof-read entire exams, exam templates, and exam items, including checking that total marks assigned to questions are correct, that formatting is correctly aligned and compliant with revision numbers and that spelling and notations are not changed.
- Format exams according to template requirements
- Ensure that instructions to students and invigilators are current and are maintained accordingly while formatting exams and exam templates

General Duties:

General Duties include, but are not limited to:

- Prepare and assemble exams for shipping
- Assess process and register students for “Challenge”, “Grouped Study,” or “Collaborations” exams
- Working in coordination with the grouped/collaboration instructors, apply the various factors involved with processing requests for examinations
- Apply the policies and procedures regarding examination services and become an information source, both verbal and written, for students, staff, and external agencies.
- Assess and process requests for examinations by individualized-study students at established invigilation sites
- Assist with the resolution of student concerns, problems, or unusual requests by researching the related policy or procedures, and taking appropriate action

Classification Factors	
Context and Complexity	<ul style="list-style-type: none"> - The incumbent is required to work within established regulations, routines, and standards for most aspects of his/her work (written or verbal references or resources are readily available) - The incumbent must possess strong research, grammar, and investigative skills - The incumbent will perform duties independently within established practices and procedures and will work with guidance and supervision when required - A high degree of accuracy is required as the effect of errors will be of intermediate importance, effecting students, instructional and other administrative staff - The position requires frequent contact with, and accurate and timely communication with students, invigilators, other administrative and academic staff, and outside agency personnel - The data and information that the incumbent will encounter daily are confidential - The functions of the Office of the Registrar in general, and the Examination Service Unit in particular, are complex and subject to change. The incumbent in this position will have to adjust to changes in policy, procedures and standard practices.
Work Problems	<ul style="list-style-type: none"> - Knowledge of the Freedom of Information and Protection of Privacy Act (FOIP) and the University Policy on Confidentiality is essential for determining what information can be released in diversified situations. The incumbent will encounter a variety of requests for information from various parties and agencies other than students - The incumbent will be required to listen, investigate, and respond appropriately to a variety of queries in a composed, courteous and professional manner - If necessary, training in FOIP related duties will be provided.
Authority	<ul style="list-style-type: none"> - The incumbent will be responsible for the accuracy and integrity of data entry in a number of computer software databases. The incumbent will also be responsible for accurately identifying, printing, and distributing a number of reports. - There is an expectation that the incumbent will effectively, within established procedures, practices

	and standards of service, independently make decisions regarding task completion, time and task management,
Contacts and Communication	<ul style="list-style-type: none"> - A very high degree of confidentiality is required. The incumbent must know what information can or cannot be released under FOIP.and related AU policy - The incumbent will have daily contact with students; with academic, professional, administrative support, and tutorial staff from various departments of the University; and with representatives of other agencies regarding examinations and examination invigilation related issues.

Signatures for Section I

Incumbent's Signature _____

Date _____

Supervisor's Signature _____

Date _____

Section II

Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent

- The incumbent must become a proficient user of a variety of computer software
- Grade XII education supplemented by two years of increasingly responsible clerical and/or customer service experience. A two year post – secondary diploma would be considered an asset. An equivalent combination of education/experience may be considered. Experience in an educational environment would be an asset.
- Knowledge of data entry and retrieval operations in a computerized information system such as Banner would be an asset
- Knowledge of the internet and basic information search procedures
- Excellent interpersonal, communication, organizational and time management skills
- Ability to work effectively under pressure and to set one’s own priorities in an environment with changing and complex policies and procedures

Signatures for Sections I and II

Department Head Signature _____ Date _____

Executive Officer Signature _____ Date _____

Human Resources Review _____ Date _____