#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Deferred Exam Administrator

**Job Number:** A-500 | VIP: 1993

**Band:** OPSEU-6

**Department:** Enrolment Services

**Supervisor Title:** Associate Registrar, Director, Student Records and Scheduling

**Last Reviewed:**  June 5, 2024

#### **Job Purpose:**

Reporting to the Associate Registrar, Director, Student Records and Scheduling the Deferred Exam Administrator will be responsible for all aspects related to the administration of deferred graduate and undergraduate examinations. In addition, the incumbent is responsible for supporting the Associate Registrar and University Registrar in policy creation, and maintenance as it relates to Deferred Exams. They are responsible for developing/maintaining associated guidelines and processes.

#### Key Activities:

* Responsible for researching best practices and processes in the coordination of policies related to deferred exams.
* Makes process recommendations to supervisor and University Registrar. Supports the drafting and maintenance of relevant policies related to Deferred Exams and is responsible for drafting and maintaining associated guidelines.
* Responsible for creating and maintaining process documents related to the scheduling of deferred exams.
* Plans and coordinates deferred examinations at Trent to foster academic success for students.
* Communicates with Academic departments and establishes a process for collecting the required information for those students needing a deferred exam.
* Coordinates the collection of exams from departments and organizes printing in a secure and confidential manner while working within tight timelines.
* Uses scheduling software to mitigate conflicts and produce an optimal deferred exam schedule while ensuring that all deadlines are met, and an accurate deferred exam schedule is available to students within appropriate timelines.
* Communicates with academic departments to resolve conflicts as needed.
* Works closely with scheduling staff at the Durham campus to ensure consistent scheduling practices are in place for all campuses and timelines for the communication and release of scheduling information is aligned.
* Liaise with Student Affairs regarding the provision of deferred exams for accommodated students. Collaborate as needed to address any space or scheduling challenges.
* Ensures that security and confidentiality of examinations through receipt, writing, storage and results transmittal is maintained at the highest level.
* Creates exam seating plan which involves the placement of courses and assigning of seats within deferred exam spaces.
* Reviews, updates, and disseminates communication messages to students, faculty and staff as required.
* Maintains information related to deferred exams on the Office of the Registrar webpage including any applicable forms, or instructions.
* Coordinates on behalf of the Office of the Registrar as necessary with the Office of the Dean of Arts and Science, Student Affairs, and the Centre for Teaching and Learning to address challenges related to deferred exams and looks for ways to create efficiencies and improve the service offered to both students and faculty.
* On exam days, provides an active presence at the exam site and is available for troubleshooting. Works with exam invigilators to ensure the integrity of the exam process.
* Regularly monitors the Scheduling ticket queue in TopDesk. Ensures that deferred exam related tickets are responded to in a timely matter and uses judgement to escalate tickets when necessary to the Associate Registrar & Director, Student Records and Scheduling. Supports the Scheduling team by monitoring and responding to other scheduling related inquiries during peak periods.
* Provides support to the Scheduling team in mitigating conflicts and producing optimum exam schedules for students and faculty across both campuses. Makes updates in the exam scheduling software as appropriate.
* Supports the ordering and distribution of exam booklets as well as tasks related to setup and tear down for university exam periods including providing support to Student Exam Assistants.
* Leads and participates in special projects as required.
* Assists with institutional recruitment and retention efforts by participating in internal and external events such as Convocation and Open House.
* A flexible work schedule may be required, including some evenings and weekends, during peak periods.
* Performs other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree required.

#### Experience/Qualifications Required:

* A minimum of two (2) years’ experience extracting, manipulating, and analyzing data as well as accurately and efficiently reviewing large amounts of data.
* Two (2) years’ experience in a registrarial environment including experience using an SIS or data management system preferred.
* Previous experience related to scheduling would be an asset.
* Strong technical experience with proven ability to oversee technical processes and procedures.
* High level of proficiency in various software packages including Microsoft Office Suite with particular emphasis on Excel.
* Excellent interpersonal skills, verbal and written communication skills, and a proven ability to collaborate as part of a team are essential.
* Ability to work both independently and co-operatively in a variety of settings, which at times are fast paced, while exercising tact, professionalism, and patience.
* Experience working in a fast-paced environment and adhering to strict deadlines.

#### Supervision:

* No formal supervision of others is required.