

## Columbia College Position Description

<p><b>NOTE:</b>  <i>Must; Shall; Will:</i>  <i>Should:</i>  <i>May or Could; Can:</i></p>	<p><b>Clarification of Terms</b>          These words or phrases indicate actions or activities that are <i>essential or mandatory</i>.          This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.          These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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<b>Position Title:</b>	Learning Resources and Testing Services Administrator
<b>Program/Department Name:</b>	Student Services
<b>Reporting to:</b>	Student Services Manager
<b>Position Summary:</b>	<p>This professional will be engaged in providing various services related to student learning needs and program needs. This individual will manage the operation of the bookstore, create learning resources to support programs and be available to answer questions related to student learning needs. This individual will be responsible for creating Moodle Gradebooks and providing necessary Moodle support and training for all programs and courses. The individual will be responsible for overseeing the smooth running of final exams, monitoring exam security procedures, confidentiality of student records and exam materials, and ensuring that rules, policies and procedures are followed. This individual will be responsible for booking final exam proctors and keeping the proctors informed of changed to procedures and updated training. The individual will be the backup for the operation of the Assessment/Testing Centre. This individual will also be actively engaged in supporting the responsibilities of the reception services staff and the Office of Registrar.</p>
<b>Organizational Structure:</b>	This professional will work in a flat organizational structure consisting of one direct supervisor, a number of peers and other management specialists.
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Completion of relevant diploma or degree that would complement the duties of a Learning Resources Administrator</li> <li>• Excellent English reading, writing, and speaking skills</li> <li>• Experience working with a diverse public in a soft-skills environment</li> <li>• Excellent computer skills including: keyboarding at minimum of 60 wpm, word processing and data entry skills, spreadsheet development, database and e-mail management; knowledge of Microsoft Office</li> <li>• Experience in assessment/test/exam scheduling, coordination and administration would be considered an asset</li> <li>• Detail oriented with excellent organization, time management and critical thinking skills</li> <li>• Ability to lift 25 lb.</li> </ul>
<b>Roles and Responsibilities:</b>	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires

	<p>a clear understanding of everyone’s roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p> <p>All responsibilities listed below will be carried out under the general direction and supervision of the Student Services Manager. In consideration of this the individual will:</p>
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## **Professional Code of Conduct**

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

### **1.0 Professional Approach and Ethical Behaviour**

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

### **2.0 Interpersonal Relations and Teamwork**

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)

- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

### **3.0 Self-Concept and Confidence**

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

### **4.0 Communication**

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

### **5.0 Life-Long Learning and Professional Development**

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry

- 5.5 Acknowledges when they do not know something and seeks to increase their competence

## **6.0 Problem Solving/Decision Making**

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

## **7.0 Creative Thinking and Innovation**

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

## **8.0 Negotiating or Conflict Resolution**

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

## **9.0 Organizational and Time Management Skills**

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

## **10.0 Stress Management**

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

## **11.0 Leadership Style**

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

## **12.0 Performance**

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

## **Specific Roles and Responsibilities**

### **13.0 Provide Assessment/Testing Services**

- 13.1 Manage the daily operation of the Assessment/Testing Centre.
- 13.2 Prepare schedules for assessment and testing services including staffing schedules and room booking.

- 13.3 Administer assessments and tests/exams to individuals and groups using standard protocols.
- 13.4 Train, assist and support proctors, exam readers, and scribes.
- 13.5 Ensure preparation of student assessment and test/exam materials.
- 13.6 Send out proctoring documents for off-site assessment and testing.
- 13.7 Scan assessments and tests/exams into test software, providing results to stakeholders. Forward essays for marking.
- 13.8 Ensure clients who were not present at an assessment are contacted to inquire about absence and to reschedule.
- 13.9 Greet subjects, verify identification and provide a short orientation before assessment/testing.
- 13.10 Maintain assessment and test/exam security.
- 13.11 Prepare and assemble assessments, tests, and exams as required for proctoring.
- 13.12 Proctor internal assessments, tests, and exams as identified.
- 13.13 Operate computer equipment and software.
- 13.14 Maintain testing environment to Columbia College's standard.
- 13.15 Update assessments and assessment documents as required.
- 13.16 Maintain data and files of assessment/exam events.
- 13.17 Communicate with stakeholders about scheduling, resource availability, exam processing, and policy/procedural issues.

#### **14.0 Respond to Student Learning Needs**

- 14.1 Provide guidance and support for students in the area of research.
- 14.2 Build online research resources.
- 14.3 Provide information literacy support.
- 14.4 Provide accommodation services to students with disabilities.
- 14.5 Ensure sufficient supplies and materials for testing and other student learning activities.
- 14.6 Troubleshoot minor computer and copier issues.
- 14.7 Perform all other duties as assigned.

#### **15.0 Manage the Operation of the Bookstore**

- 15.1 Ensure the smooth operation of the bookstore.
- 15.2 Order, distribute and return student textbooks and facilitator resources, and maintain records of invoices and logistics.
- 15.3 Catalogue and categorize print, audio-visual and electronic resources.
- 15.4 Check in/out facilitator resources, and maintain circulation records.
- 15.5 Develop publisher contact list and establish rapport with publisher representatives.
- 15.6 Offer accommodation to students with confirmed learning disabilities.
- 15.7 Respond to daily on-site requests for information

#### **16.0 Process Student/Employee ID Card Requests**

- 16.1 Develop and update Student ID Application Form, and keep records of ID requests.
- 16.2 Take, resize and edit ID photos to ensure the ID cards look professional.
- 16.3 Print student ID cards, and order ID printer supplies.

## **17.0 Document Control**

- 17.1 Develop and edit corporate documents, such as annual reports, forms and policies, position descriptions, campus maps, brochures and posters.
- 17.2 Ensure all official documents are consistent and professional in format.

## **18.0 Supervise Final Exam Process**

- 18.1 Draft and confirm final exam schedule with program directors.
- 18.2 Ensure that programs submit their final exam materials by deadlines.
- 18.3 Oversee that students get the accurate exams, and provide necessary resources and tools for final exams.
- 18.4 Maintain and update exam inventory; edit, format, print and package exam materials.
- 18.5 Assign room, date & time, and proctor for exams; check and submit proctor's time sheet.
- 18.6 Participate in the proctor hiring process.
- 18.7 Ensure proctors stay current on policies and procedures for Final Exam activities.
- 18.8 Record and arrange missed/deferred exams; resolve issues appeared during final exams
- 18.9 Mark final exams, compile data and report for the office of Registrar, and enter final exam grades in Moodle.
- 18.10 Offer accommodation for students with confirmed learning disabilities

## **19.0 Provide Moodle Support**

- 19.1 Create, edit and adjust Moodle Gradebooks.
- 19.2 Register staffs, facilitators and students into assigned Gradebooks.
- 19.3 Troubleshoot Moodle related issues.
- 19.4 Create training workshop or manuals or videos for how to use Moodle.

## **20.0 Course Outline**

- 20.1 Draft and confirm course outline list with program directors.
- 20.2 Ensure that programs submit their course outlines by deadlines.
- 20.3 Edit and format course outlines, and check if course information, such as room, date and time is accurate.

## **21.0 Provide Administrative Support**

- 21.1 Provide back-up administrative support for the reception services staff. This may include reception duties and regular office duties.
- 21.2 Provide back-up break/lunch coverage for reception services staff as needed.

## **22.0 Training**

- 22.1 Work with the administrative team to train backups for all of the above responsibilities.

## **23.0 Other duties as requested.**