

Benchmark Title	Classroom/Exam Coordinator 1
Group	[3] Administration – Academic/Students
Sub-Group	(f) Classroom and Exam Coordination
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 2) [Job Code 286901] . Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 286902] . Second Language and Supervision Level 2, 3, or 4 (Pay Grade 3) [Job Code 286902] . Second Language and Supervision Level 5 (Pay Grade 4) [Job Code 286903]
Scope & Level Definition	Jobs at this level provide classroom, exam, and ad-hoc booking and scheduling support of a routine nature.
Sample Duties at this Level	<ul style="list-style-type: none"> . Provides classroom booking services such as approving and declining classroom booking requests, providing booking confirmations, and processing requests for changes to bookings . Assists with exam coordination duties such as registration, verifying requirements are met, room booking, scheduling, invigilation, exam duplication, and requests for rereads and mark breakdowns . Responds to inquiries from candidates, invigilators, and internal and external governing bodies . Performs data entry duties such as entries to classroom databases and updates to web sites . Coordinates mailouts such as exams, related notices and information, and exam results . Maintains electronic and hard copy documentation and filing systems
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year related post-secondary education, plus two years of related experience . Or an equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members

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Interpersonal Skills	<p>Moderate interpersonal skills are required</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Workplace interruptions are expected, and do not create undue stress in task completion with known and predictable deadlines
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue results from the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Classroom/Exam Coordinator 2
Group	[3] Administration – Academic/Students
Sub-Group	(f) Classroom and Exam Coordination
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 4) [Job Code 287001] . Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 287002] . Second Language and Supervision Level 1, 2, or 3 (Pay Grade 5) [Job Code 287002] . Second Language and Supervision Level 4 or 5 (Pay Grade 6) [Job Code 287003]
Scope & Level Definition	Jobs at this level provide classroom, exam, and ad-hoc booking and scheduling support of a moderately complex nature.
Sample Duties at this Level	<ul style="list-style-type: none"> . Responsible for exam coordination duties such as registration, verifying requirements are met, room booking, scheduling, invigilation, exam duplication, and requests for rereads and mark breakdowns . Resolves moderately complex scheduling issues and scheduling systems problems . Provides classroom booking services such as approving and declining classroom booking requests, providing booking confirmations, and processing requests for changes to bookings . Develops and delivers training sessions on course scheduling . Maintains and prepares statistical reports, manuals, and promotional materials
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related training, plus three years of related experience <p>OR</p> <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members

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Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines, or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue results from the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Classroom/Exam Coordinator 3
Group	[3] Administration – Academic/Students
Sub-Group	(f) Classroom and Exam Coordination
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 6) [Job Code 287101] . Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 287102] . Second Language and Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 287102] . Second Language and Supervision Level 5 (Pay Grade 8) [Job Code 287103]
Scope & Level Definition	Jobs at this level provide administrative supervision and support of a complex nature for classroom, exam, and ad-hoc booking and scheduling.
Sample Duties at this Level	<ul style="list-style-type: none"> . Oversees the workflow of a unit responsible for classroom, exam, and ad-hoc booking and scheduling . Responsible for the full scope of exam and course coordination and preparation for a designated area, including making hiring and payment arrangements for invigilators . Assists with the unit's strategic planning by performing duties such as identifying processes that require improvement, mapping current processes, making recommendations for improvement, and redesigning processes . Provides direction and assistance to faculty and staff, including training and assistance in the use of departmental and web-based course and grade databases . Tests new systems and ensures quality control is maintained . Makes decisions and resolves complex problems pertaining to course and exam scheduling and room bookings, and related changes . Monitors and supports grade collection . Maintains and prepares statistical reports
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related training, plus four years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects

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Group	[3] Administration – Academic/Students
Sub-Group	(f) Classroom and Exam Coordination
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines, or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
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Benchmark Title	Classroom/Exam Coordinator 4
Group	[3] Administration – Academic/Students
Sub-Group	(f) Classroom and Exam Coordination
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 8) [Job Code 287104] . Supervision Level 4 or 5 (Pay Grade 9) [Job Code 287105] . Second Language and Supervision Level 2, 3, or 4 (Pay Grade 9) [Job Code 287105]
Scope & Level Definition	Jobs at this level provide administrative supervision and support of a complex nature for the University’s overall classroom, exam, and ad-hoc booking and scheduling.
Sample Duties at this Level	<ul style="list-style-type: none"> . Oversees the overall workflow of the University’s course scheduling, classroom scheduling, exam scheduling, and ad-hoc room booking. . Creates, prepares, and coordinates the University’s overall course schedule, including developing standard timetable and allocating general teaching space in accordance with the established priorities. . Creates, prepares, and coordinates the University’s overall exam schedule, including the schedule for formal exam, external exam, and ad-hoc exam. . Performs detailed analysis of student registration, course distribution, academic and departmental requirements for each exam period. Assigns examination space in accordance with the established priorities. . Works collaboratively with various departments to collect data and resource requirements for all exam and course scheduling across campus. Evaluates complex departmental requests and large volumes of data in a highly sensitive environment. . Analyzes, defines and interprets exam and course data; prepares and maintains various statistical reports, manuals and promotional materials. . Develops and delivers training sessions to faculty and staff members in the use of the student information systems and automated scheduling system. Provides direction and guidance to students, staff and faculty members on how to use the systems. . Troubleshoots scheduling software, resolving scheduling system errors, and communicate system issues to both end users and technical staff. . Conducts system reviews and audits for quality improvement purposes and participates in the regular evaluation of the scheduling process. . Works collaboratively with the Information Technology Services department to ensure that technical requirements are met. . Tests system enhancements and upgrades, analyzing individual process components, identifying problem areas, recommending business process improvements, coordinating testing activities, and reporting on testing results.
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus two years of post-secondary education plus four years of related experience. OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under broad supervision . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgment in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions

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Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects.
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<ul style="list-style-type: none"> A high level of interpersonal skill is required . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines, or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>