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Professional and Managerial Group

Exam Supervisor

Accessibility Services, Student Wellness, Student Affairs

Temporary full-time from September 2019 to April 30, 2020

Hiring #: 2019-0443

Please read the Application Instructions [1] before applying

The SAS Exam Centre handles about 20,000 exam bookings annually and has a specific mandate to provide test and exam accommodations for students with disabilities. The students served experience a full range of disabilities including mental health conditions, learning disabilities, ADHD, autism spectrum disorder, medical conditions, acquired brain injuries, and vision and hearing-related disabilities.

Reporting to the Manager of Accessibility Services, the Exam Supervisor is responsible for overseeing operations in the SAS Exam Centre. This includes all dimensions of supervising a team of five full-time staff and approximately 80 part-time employees. The work also involves managing the Exam Centre budget, planning for long-range growth, updating policies and procedures, and developing and enhancing staff training. The logistics of administering accommodated exams can be complex, and the Supervisor helps with identifying systemic ways of addressing problems.

A large portion of the Exam Supervisor’s time is focused on managing a team of roughly 80 proctors. This position is responsible for writing and updating job descriptions, recruiting and selecting new employees, training and setting expectations, and performance management. In addition, they coordinate all aspects of scheduling shifts, ensuring payroll procedures are completed, and manage overtime.

The Supervisor is also responsible for developing and implementing staff training, including presentations and workshops, training manuals, instruction sheets, standard operating procedures, and other resources that ensure the Exam Centre staff have a clear understanding of roles and responsibilities. The Exam Centre can be a hectic and high-stress environment, and in this context the Exam Supervisor is tasked with resolving conflict, maintaining morale, and facilitating high-quality and accessible customer service.

Requirements of this position include:

A Undergraduate degree along with at least two (2) years of related experience. Advanced knowledge of academic accommodations for students with disabilities, and exam policies and procedures is essential. The Supervisor must be highly collaborative; demonstrate exemplary relationship-building skills; have strong attention to detail including the ability to manage large volumes of information and administrative tasks; exhibit outstanding communication skills; and the ability to identify innovative strategies for improving workflow.

Classification P03

Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.