University of Victoria
Cupe Local 951 Position Description

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<tr>
<th>JOB: Clerk PB6</th>
<th>TITLE: CAL Front Desk Assistant</th>
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<td>DEPARTMENT: Centre for Accessible Learning</td>
<td>POSITION NO: 991835, 995816</td>
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<td>SUPERVISOR: Supervisor, Exam Services</td>
<td>LAST UPDATED: May 2018</td>
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SUMMARY:

Student Affairs at the University of Victoria helps to transforms students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in six departments: Athletics and Recreation, Campus Services, Indigenous Affairs, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The comprehensive and integrated range of services we provide make Student Affairs one of the most dynamic and diverse divisions on campus. Together, we support UVic’s vision “to be a university of choice for outstanding students, faculty, and staff from BC, Canada, and around the world.”

As a unit within the Division of Student Affairs, the Centre for Accessible Learning (CAL) is responsible for providing institutional leadership in the delivery of a comprehensive student-focused accessible learning model and delivers training and education to further the University’s commitment to provide equal access to all academic programs. CAL is a core academic support unit for both students and faculty, and contributes to the recruitment and retention of students and fosters services and programs that value academic success, inclusion, accessibility, and universally designed environments.

Reporting to the Supervisor, Exam Services, this role is responsible for daily exam administration, front desk reception, and supporting the Learning Assistance Programs.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Exam Administration 50%

   Duties:
   - Act as first point of contact by telephone, in-person and email for exam process
   - Receive exams from faculty and make arrangements for their return
   - Supervise and coordinate daily exams, which includes: greeting and confirming student identities, explaining exam process, enforcing exam regulations, starting and stopping exams (12,000 exams annually), and setting up technology
   - Adjust exam bookings as needed
2. Responsibility:  
Front Desk Reception 30%  

Duties:  
- Process online student intakes and confidential medical information  
- Provide information to students, parents, instructors, general public  
- Coordinate appointments for 1600 students registered with CAL  
- Create, monitor and update social media (Twitter, Facebook) information for CAL, such as updates to students, content for digicaster, and shared UVic information  
- Maintain and update CAL website

3. Responsibility:  
Learning Assistance Programs and Office Support 20%  

Duties:  
- Coordinate the notetaking program, which includes:  
  - hiring notetakers  
  - monitoring the quality and quantity of notes taken by notetakers, and troubleshooting issues, such as missing notes, poorly done notes, notetaker not showing up, as they arise  
  - greeting students and collecting/invoicing fees from students  
- Ensure office equipment is in working order and order office supplies as needed  
- Receive, open, distribute, and redirect mail as required  
- Maintain sensitive and confidential student medical files, according to UVic Directory of Records Management System  
- Other office duties, as required

REQUIRED QUALIFICATIONS:

Skills:  
- Excellent computer and organizational skills  
- Ability to communicate professionally and effectively (written, oral, electronic, phone), demonstrate active listening skills, patience, judgement, and discretion when dealing with students, faculty, staff, parents, team members and the general public  
- Demonstrates service excellent, including a warm, compassionate, and calm reception to students and others, despite high volume and multi-tasking work under pressure  
- Ability to work collaboratively with a diverse group of students, faculty and staff, often in the context of emotional distress and/or crisis  
- Ability to take initiative, to organize workload efficiently, and to work independently by carrying out duties of the position with precision and accuracy  
- Ability to meet standards of confidentiality

Specialized Knowledge/Education:  
- Demonstrated knowledge of office administration and relevant best practices, obtained through experience, training, or coursework  
- Demonstrated knowledge of computers and associated software (MS Office, Banner) and demonstrated expert use of social media for marketing and information sharing  
- Demonstrated knowledge of specialized Disability Centre scheduling/database software (Clockwork), or other complex database software
- Demonstrated knowledge of web-based editing tools (e.g., Cascade)
- Familiarity with UVic services and programs preferred

**Experience:**
- Prior experience working in a disability, counselling, mental health, or human service office required
- Prior experience working with a young adult population and/or in a post-secondary environment required

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