

Support Job Position Description

Section I: Position information

Effective date	2026-10-09	☒ Update only	☐ Classification review
Position title	Accommodated Exam Administrator		
Position number	998828, 999594		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual - Alberta		
Department	Accessibility Services		
Reports to	Learner Success Liaison		

Position summary

Briefly describe the main purpose(s) of the position.

Accessibility Services (AS) is the primary University unit responsible for reasonable accommodations and services for students with accessibility needs, in adherence with related policies and provincial/federal Human Rights legislation. AS provides direct services to support individual students to set and meet goals through equitable participation in courses and programs of study. AS works in collaboration with various administrative, service, and academic units to assure University mandates, policies, and procedures align with principles of universal design, inclusion, and equity regarding accessibility.

Reporting to the Learner Success Liaison in AS, the Examination Administrator is responsible for providing accommodated exam services to enrolled students. This includes responding to inquiries, processing examinations using various exam platforms, creating accessible examination documents, invigilating student exam sittings using various exam delivery methods.

The incumbent works as part of a collaborative team to provide services, information and support that is innovative and reflects accessibility best practices.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Direct service to learners (90%):

Consistent with the policies of the University and the objectives and priorities of the Office of the Registrar, the incumbent will provide efficient and effective accommodated examination services by:

- Responding to requests about examinations scheduling and processing.

- Processing examinations in a variety of exam and invigilation platforms (O365, Much Learning, Notes, Mobius, ProctorU and various LMS).
- Invigilating examinations via Microsoft O365 applications which includes screen monitoring, viewing webcam streams and reporting issues.
- Ensuring accommodated exams are delivered in a timely, secure, and effective manner
- Ensuring correct invigilation procedures are followed at external invigilation sites.
- Addressing examination accessibility and student concerns.
- Advising students of their eligible examination accommodations
- Training external invigilation partners on exam platforms
- Uploading student accommodations to exam platforms
- Assessing and processing requests for complex exam accommodations. This may include contacting course coordinators seeking approval of accommodations that alter the structure, delivery, or procedures of an examination.
- Logging and tracking examinations and issues in the appropriate service tracking software
- Collaborating with Registrar Office Exam Unit staff to align and stay up to date on University policy and practices
- Responding to students to provide general service delivery including general accommodation information, procedures, assistance with form completion, appointment follow up, and general service inquiries that support the operations of Accessibility Services

Additional support (10%):

- Provides back up support to all areas within Accessibility Services including Accessibility, Assistive Technology, and Reception and Administrative Support.
- Actively identify and participate in professional development opportunities, assist in presentations and other activities that maintain knowledge and awareness of best practices in accessibility and university policy/procedures.
- Assist with the development of creative, accessible material for student and staff information and training including presentations, training material and reports about accessibility and services.
- Accurate data entry to support statistics and service tracking for internal and external reporting.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

The objective of Accessibility Services is to facilitate equitable access to education for students with disabilities. The incumbent must possess a sufficient knowledge of disability and educational accommodations to communicate in a manner that will increase awareness and advocate for individualized accommodations. Respective to this, the incumbent requires an understanding of 'verifiable' student need, 'reasonable' accommodation, University policy, Freedom of Information & Privacy. The incumbent needs the skills and professionalism to collaborate and communicate accommodations that reflect students' need while collaborating with faculty members to ensure academic rigor.

A complex interpretation of information is required to effectively respond to staff and student inquiries, including knowledge of institutional departmental policy and procedure, program and course essential outcomes, a wide range of educational support, or technological products or services, internal and external resources required to address the functional impacts of a wide range of disabilities

Excellent interpersonal communication skills are required to interpret and respond effectively in accordance with a student's communication needs or if they are in crisis.

Well-developed oral and written communication skills required to collaborate with other departments in the delivery of services to students.

Incumbent will represent the department with other groups in the university and be able to explain service issues and influence a resolution.

Work problems

With a high demand for individualized services, the position requires excellent time management skills including flexibility to adapt to the diverse demands; ability to respond to potential crisis situations, ability to set priorities; and the ability to demonstrate a tolerance for disruption.

Must have the ability to make informed judgement calls that can be justified and communicated to the necessary stakeholders.

Proficiency in the use of computers and software including Microsoft Office applications, e-mail, Banner, HEAT, SRM, and web browsers. Demonstrated understanding and experience of the uses of assistive technologies is an advantage. The incumbent must demonstrate a general understanding of the potential issues that could arise when interfacing programs; the importance of hardware specifications; and confidence in their ability to learn how to use new programs and technology.

The ability to respond to variable situations requiring analytical, interpretive, evaluative, constructive, and/or creative thinking to meet the diverse demands and individualized needs of students registered with Accessibility Services.

The incumbent's work involves answering atypical questions requiring analysis and interpretation of regulations, policies, and procedures. The work performed must be accurate and of very high quality.

The incumbent must be able to resolve or refer student inquiries as appropriate. The ability to organize work daily to ensure efficient and timely processing of scheduled examinations is vital.

Authority

Working under minimal supervision in a near virtual work environment, there is the need for independent judgement and decision-making abilities to interpret and communicate information about the University or Accessibility Services appropriately.

Contacts and communications

Extensive communications by telephone, web conferencing, e-mail, mail, or fax with prospective and enrolled students, University staff, faculty, and administration, service providers and the public about Accessibility Services and Athabasca University.

The incumbent is required to uphold the utmost degree of confidentiality and to conform to the regulations and guidelines as outlined in the Athabasca University policy regarding the collection, dissemination, and confidentiality of information regarding Athabasca University students (as amended from time to time).

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Minimum post-secondary degree in a related field (including but not limited to psychology, occupational therapy, education, special education, physical education (adaptive), recreation, or disability studies)*
- Minimum 2 years of direct accessibility advising experience in an online environment is required*
- Knowledge of Human Rights legislation that addresses accessibility-related inclusion, barriers, and reasonable accommodation

- Demonstrated leadership and diplomacy with the ability to advocate for adherence to policy and accessibility best practices
- Ability to assess available resources and find optimal accommodation solutions
- Ability to analyse complex situations, clearly articulate potential goals/solutions, and gain cooperation in guiding someone through facilitation, instructions, de-escalation, and conflict resolution
- Ability to interact knowledgeably, comfortably, positively, and respectfully with a diverse group of individuals with a broad range of abilities, credentials, and accessibility needs
- Experience providing instruction in an online environment via webcam, telephone, or screen sharing.
- Computer proficiency related to data processing, electronic records, databases, communication, and online research; knowledge and experience in the Banner and SRM systems strongly preferred
- Superior verbal, written, and interpersonal communication skills
- Excellent organizational and time management skills are essential. Including decision making ability under pressure and ability to adhere to deadlines.
- A high degree of accuracy and attention to detail is required
- Equivalent combination of education and experience may be considered.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.