



## JOB DESCRIPTION

*We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.*

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**POSITION TITLE:** Manager, Assessment & Testing Services

**DEPARTMENT:** Assessment & Testing Services

**DATE CREATED:**

**DIVISION/FACULTY:** Student Affairs

**DATE REVISED:** January 2025

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### ORGANIZATIONAL STRUCTURE

This role reports to the Associate Vice President (AVP), Student Affairs. Reporting directly to this position is the Senior Assessment Coordinator and Scheduler. This position oversees a team of BCGEU testing administrators, support assistants, and a pool of auxiliary on-call invigilators.

### PRIMARY FUNCTION

The Manager, Assessment & Testing Services (ATS) leads and oversees the administration and operation of KPU testing sites across all five campuses, including responsibility for admission, disability accommodation, and other KPU assessments and testing. They ensure alignment with KPU's vision, foster engagement with students and community partners, and develop innovative assessment solutions. The Manager upholds academic integrity, supports accessibility, maintains test security in compliance with KPU policy and national standards, and negotiates partnerships with external organizations to address community testing needs.

### KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Promotes testing excellence through the development and delivery of progressive, innovative and accessible testing and assessment solutions for KPU students and community partners such as the Government of Canada, school districts and other post-secondary institutions.



4. Supports the AVP, Student Affairs in the alignment of departmental business practices with KPU's academic and strategic plans and with a goal of ensuring a strong and positive customer service culture. Participates as a member of the Student Affairs Management Team.
5. Manages and coordinates ATS staff and ensures adequate staffing and resource allocation, directs customer service standards, monitors performance, conducts evaluations, and ensures professional development activities occur.
6. Manages the department's budget by approving expenditures and resolving errors and works closely with the AVP, Student Affairs on the development of the annual ATS budget.
7. Ensures implementation of approved annual operational and longer-term development plans for each departmental service and program that are consistent with KPU's overall strategic plan, externally-verified trends, and standards for the specific service type.
8. Serves as a resource for faculty members in planning, scheduling, and conducting access exam accommodations and other assessments. Provides faculty with instruction on accessing online instructor portals to submit exam materials.
9. Works collaboratively across the university to assess student needs and to set the strategic directions for the development of policies, programs, and services to support ATS.
10. Liaises with the external community including professional associations, accrediting bodies, government ministries, agencies, and other post-secondary institutions to assess emerging community needs and to maintain currency within the assessment and testing community of practice.
11. Engages in community-sponsored events showcasing ATS and the services available to community members such as corporate, distance, and other external exams.
12. Serves on KPU committees, representing ATS to provide expert advice and current research on assessment.
13. Collaborates with university IT to develop, implement, and maintain new technological testing programs, assessments, and procedures.
14. Investigates and reports academic integrity incidents. Collaborates with faculties to analyze, evaluate, and resolve situations and mitigate future risk.



15. Develops and implements testing practices in accordance with KPU policies, established standards of the National College Testing Association, and the Canadian Higher Education Testing Association to provide nonbiased admissions, placement, and accessibility testing for all current and future students.
16. Collaborates with community partners, external testing agencies, colleges and universities to provide guidance and oversight for high-stakes certification and licensure exams. Remains current with procedural and technological requirements to provide efficient, unbiased, and secure testing services.
17. Solicits revenue generating contracts with external clients, negotiates fees and oversees contract execution to ensure compliance. Requests and reconciles invoices for external bookings.
18. Manages ATS procurements under guidance and collaboration with the Procurement department.
19. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
20. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

## **QUALIFICATIONS**

### **EDUCATION & EXPERIENCE**

- Master's degree in Education or a related field;
- Five years of related work experience in an educational institute. Experience related to testing and assessment preferred.
- Five years of experience leading and supervising staff in a unionized setting.
- Experience with establishing and overseeing education and certification-level training for staff to meet specific requirements.
- Experience in the application and analysis of data-based systems, preferably at a post-secondary institution, including proficiency at an intermediate level with Banner or similar student records enterprise resource planning systems.
- Teaching experience at a post-secondary level is an asset.
- Experience facilitating accessibility accommodations is an asset.
- Or an equivalent combination of education, training and experience.

### **KNOWLEDGE, SKILLS and ABILITIES**



- Demonstrated knowledge of current theories and practices in post-secondary testing and assessment.
- Knowledge and experience with collective agreements and working within a unionized environment.
- Proven ability to build, manage and provide leadership to cohesive teams.
- Excellent computer skills and familiarity with office and testing hardware and software. Ability to train others, ensure compliance, troubleshoot, source, and implement new technology
- Demonstrated understanding of legislation as it relates to testing administration, information security, and confidentiality of student data.
- Demonstrated ability to work collaboratively, effectively, and cross-functionally across levels within the organization.
- Demonstrated ability in negotiating and establishing contracts with community partners.
- Demonstrated ability to foster positive relationships with community partners.
- Knowledge, skills, and disposition to develop and maintain strong business acumen, work ethic, and professional integrity when representing the university.
- Excellent planning and resourcing skills (e.g., scheduling and space allocation) and ability to prioritize, self-manage and be proactive.
- Demonstrated ability to develop and maintain an annual budget, reflecting revenue generation and balanced operational expenses.
- Ability to produce financial reports and performance data statistics to measure productivity and goal achievement to determine areas needing cost reduction or process improvement.
- Demonstrated time-management skills and ability to meet deadlines.
- Ability to travel between campuses is required.

## COMPETENCIES

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.