



Site Facilitator
Office
Level 2

Last Reviewed: December 9, 2015

Position Summary

Site Facilitators are primarily responsible for providing learning support, leading class discussions, encouraging student participation and interaction with the instructor as well as with other sites, distributing marked documents and invigilating exams for that course. In addition, the Facilitator will ensure that the required technology for distance deliver is functioning and operational prior to class.

Duties and Responsibilities

Classroom Facilitation

- Encourage student participation in classroom discussions.
- Facilitate communication between the receiving site and the sending site.
- Distribute returned, marked assignments and exams.
- Keep attendance, if requested by the instructor, and notify the instructor if there are attendance issues.
- Maintain regular contact with the instructor.
- Maintain a professional image and courteous demeanor with students and staff.
- Maintain a safe, secure and respectful classroom environment.
- Photocopying and preparing documents for class, as required.

Exam Invigilation

- Invigilate mid-term and final examinations.

Technology

- Demonstrate the proper use of equipment to students as needed to facilitate class usage.
- Ensure required technology is effectively functioning prior to each class.
- Implement procedures to troubleshoot equipment malfunctions.

It is noted that the duties and responsibilities outlined above are representative, but not all-inclusive.

Knowledge, Skills, Abilities, and Education

Candidates must be able to demonstrate:

- Excellent interpersonal and communication skills
- Excellent customer service skills
- Ability to work cooperatively with college students and staff
- Ability to work independently.
- Strong organizational skills.
- Willingness to learn the operations and functions of technologies/equipment as required.
- Ability to troubleshoot equipment malfunctions.
- Sound knowledge of and ability to operate general office equipment (photocopiers, fax machines, telephone systems, etc).

It would be an asset for candidates to have:

- Computer knowledge, keyboarding skills and the ability to use Microsoft Word, including working knowledge of email programs.

Education

- Completion of a Grade 12 diploma or academic equivalent.

Experience

- Minimum of one-year experience in a customer service position.
- Related work experience in video conference equipment is an asset.