

JOB TITLE: **Diagnostic & Assessment Specialist**
DEPARTMENT: Diagnostic and Assessment Centre
FULL TIME / PART TIME: Full Time
JOB DESCRIPTION: To build/maintain a pool of diagnostic and assessment resources for Academic and Non-Academic programs of the Arthur Lok Jack Graduate School of Business. She/He will have the primary aim of prescribing the most relevant and cutting edge tools, techniques and frameworks for our clients to enhance business education, training and consulting engagements.

KEY RESPONSIBILITIES:

1. To Provide support to all units of the Lok Jack GSB engaged in program development and design
 - To have an in-depth knowledge of the learning resources of the School (inclusive of Library resources)
 - To maintain a log of all assessment tools for the School
 - To review both existing and new programmes of the Arthur Lok Jack Graduate School of Business, inclusive of Academic and Non-Academic Programmes with the explicit aim of updating Programme training aids for Faculty. (Case studies, Exercises, MR Measures, Latest Management Frameworks, Research Tools.)
2. To propose program design for training and development engagements
 - Competency gap
 - Competency assessment
 - Apply relevant diagnostic tools
 - Monitoring and evaluation of the developmental requirements of program participants (assessment of learning retention and application as well as personal development of program participants)
3. To design and manage assessment and development centers
 - Apply the different stages and components required to design and manage successful Assessment or Development Centers
4. To Engage in client meeting and other Business development engagements as required
5. To manage the assessment platform and assessment inventory log
6. To provide oversight and update all marketing materials for the Centre inclusive of brochure and website
7. Other duties as assigned

JOB REQUIREMENTS:

1. At least 3 years experience in a related field
2. A Masters Degree qualification from an accredited college or University in Business Administration/Human Resources/Occupational Psychology (emphasis in Training and Development would be an asset).
3. Level A&B Training will be an asset
4. Certified User of psychometric tools
5. Ability to consistently provide accurate data, and maintain confidentiality of sensitive and/or personal information. Requires broad understanding of issues in higher education.
6. Working Knowledge in Microsoft Office Suite
7. Must be able to prepare cost estimates and project schedules

8. Displays a high level of effort and commitment to performing work: operates effectively within the organizational structure; demonstrates trustworthiness and responsible behavior (Performed by all incumbents):
 - Skilled in managing multiple projects and working independently.
 - Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.
 - Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.
 - Works within the system in a resourceful manner to accomplish reasonable work goals; shows flexibility in response to process change and adapts to and accommodates new methods and procedures.
 - Accepts direction and feedback from supervisors and follows through appropriately.
5. Communication Skills such as:
 - WRITING: Ability to communicate clearly and effectively in writing by use of various forms of business communication via emails, facsimile, letters, reports, memorandums etc.
 - SPEAKING: Ability to communicate clearly to all stakeholders (peers, contractors and other staff members)
 - ACTIVE LISTENING: ability to listen and demonstrate understanding of the concerns of stakeholder
 - Ability to effectively communicate technical information to non-technical staff.
6. Interpersonal Skills such as:
 - CUSTOMER RELATIONS: Ability to effectively deal with customer issues and requests, queries and complaints in a manner that supports quality customer care and service
 - TEAM WORK: Ability to work with others internal and external to immediate colleagues