



2004 June

JOB DESCRIPTION

JOB TITLE	Assistant, Hearing Resource Program
JOB LEVEL	B
DEPARTMENT	Learning Support Services, Special Education
SUPERVISOR	Learning Supervisor, Special Education

POSITION SUMMARY

The Assistant, Hearing Resource Program provides organizational support by coordinating the ordering, distribution and repair of hearing and associated equipment and completing clerical tasks related to the maintenance of records for students who are receiving support.

DUTIES AND RESPONSIBILITIES

- Respond to calls regarding equipment issues and address via telephone.
- Assess and resolve minor equipment issues received for repair or set-up.
- Track/log equipment received action taken, and resulting outcome.
- Source required parts and order according to protocol.
- Maintain stock of replacement parts and equipment.
- Arrange for pick-up and delivery of equipment or make deliveries as required.
- Maintain warranties for equipment.
- Schedule service calls.
- Answer telephone calls, take messages or redirect as necessary.
- Processing incoming and outgoing correspondence (mail, email, fax, courier).
- Photocopy reports and documents and complete filing.
- Maintain information files and databases.

EDUCATION

Completion of OSSD or equivalent.

EXPERIENCE

Related work experience is an asset.