eMatch Site Administrator Job Description (2020-21)

The SCAPTP eMatch site administrator will assist SCAPTP training agencies and doctoral programs with tasks specifically related to the eMatch. This position is not meant to replace the existing duties carried out by the current positions of chair/co-chair, secretary, treasurer, or membership chair. Most site administrator tasks will be related to updating memos and the eMatch website, and answering agency/program questions related to eMatch processes and registration as needed as the match approaches. The administrator will also work with new/prospective sites and schools to help them get up to speed on eMatch policy and practice. Duties unrelated to the eMatch will remain the responsibility of the SCAPTP co-chairs, secretary, and membership chair, who will also collaborate with the site administrator to accomplish eMatch-related duties when needed. To minimize workload for the site administrator, students will not interact directly with the site administrator, but rather will communicate with the site administrator through their program DCT, who will address student questions and concerns as comprehensively as possible prior to contacting the site administrator.

Calendar of Admin duties:

Summer:
- arrange for any site updates or profile form changes
- coordinate between SCAPTP and PracticumFit to make those changes happen

Early fall:
- upload updated dates and policy documents on site
- send out profile update requests to programs/agencies and track responses from agencies
- schedule 3 (form letter) follow up memos to request updates to site profiles

January:
- send student registration info to schools so they can invite students
- include withdrawal/refund policy

Early March/Three weeks before ranking:
- send ranking memo to sites
- Send student ranking memo to programs to forward to their students
- Send refund policy to schools again
- Review number of available positions at each registered training agency and follow up with agencies that have zeroed out their numbers to see if they are pulling out of the eMatch

Year-round:
- Work with prospective and new agencies, and new training directors at current agencies, to inform of SCAPTP policies and how to use site
- General eMatch support for agencies and schools. The majority of this work should occur during profile update and ranking times, as agencies and programs have little reason to interact with the eMatch system outside these times. Students are referred to their program DCT for technical questions. The site administrator may, for example, track support tickets through the ZenDesk app, and respond to any questions that are not technical issues with the digital platform (these will be referred to Practicum Fit directly). Examples might include questions such as, "I missed a deadline, can I please have an exception to the rule because of these extenuating circumstances?" or "Am I, as an agency director/supervisor, allowed to talk to students about X?"

- Archive profiles for sites withdrawing from SCAPTP Match; inform schools, supply pdf of profile for records (when profiles are archived, the site-school affiliations are severed, so this keeps a record)
- Periodic reminders to schools, "Tips and Tricks" on best use practice for working on the eMatch site. If a question consistently comes up, consider sending related information to general SCAPTP members.
- Coordinate with SCAPTP secretary and co-chairs regarding dates, eMatch info, eMatch-related policy updates, etc. and make any necessary updates to eMatch site
- Periodically review eMatch directory and follow up with sites whose information is missing or incomplete.