

JOB DESCRIPTION



Position Title: Director of Testing Services

Department: Student Services

Employment Category: Exempt Staff

Primary Location: District-wide
Based at the Sierra Vista Campus

FLSA Classification: Exempt
Remote Work Eligible: No

Parameters: Full-Time; 12 Months/Year

Pay Grade: EX10

Position Summary: The Director of Testing Services is responsible for overseeing and managing district-wide testing operations, ensuring the delivery of secure, accessible, and high-quality testing services for students and the broader community. The role involves planning, developing and coordinating testing procedures, processes and schedules, providing leadership and supervision of Testing Center staff and coordinating the administration of a variety of standardized testing.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Oversees and coordinates district-wide testing services for students and the public; administers standardized testing to include but not limited to CLEP, Strong Interest, MBTI, ASE, DSST, HESI, TEAS, Pearson VUE; develops and expands available testing services through the exploration and development of new testing contracts to meet student and community needs; oversees the administration of Accuplacer, directed self-placement and other placement testing

Manages all online placement testing; oversees all onsite and online faculty make-up exams; proctors testing from other educational facilities; develops testing center processes and procedures; ensures test requirements are met for all testing environments; monitors testing facility usage; oversees all aspects of, Dual Credit and high school outreach which affect or are affected by testing

Collaborates with internal departments, external partners, and professional organizations to enhance testing services and support student success; develops semester-long testing schedules for multiple test sponsors to ensure efficient resource allocation and operational continuity

Manages testing facilities, adaptation to emerging technologies, and the development of innovative solutions to meet the evolving needs of the institution and its stakeholders; improving testing services through data collection, analysis and feedback

Provides leadership and oversees supervision of department staff district wide, includes hiring, training and problem resolution; evaluates performance and makes recommendations for personnel actions; ensures staff are certified and familiar with testing policies and procedures

Maintains National Testing Center Certification for all testing centers, ensuring adherence to professional standards established by the National College Testing Association (NCTA)

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Ensures proper completion of forms and identification checks for all examinees; confirms security of testing materials and reports any violations; maintains proper inventory of testing materials

Confirms documentation of student test scores, preparation of reports of test results, mailing of test results to examinees and/or approved recipients; maintains required records, logs and files, and student testing database, communicates with all contracted testing providers and users

Develops and manages district-wide testing center budget; monitors and authorizes budget expenditures; prepares and manages contingency budgets

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Bachelor's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

One year of experience in higher education testing administration

Three years' experience in teaching, testing, counseling and/or training

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of testing administration and interpretation

Knowledge of computerized and manual standardized testing protocols, guidelines, procedures, and standards

Knowledge of test administration techniques and procedures

Knowledge of testing security practices and procedures

Knowledge of planning and scheduling techniques

Knowledge of management practices and principles

Skill in presenting ideas and concepts orally and in writing

Skill establishing and maintaining effective working relationships with other department staff, faculty, students and the public

Skill in supervisory practices and techniques

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

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Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify, analyze and resolve problems, to use independent judgment and decision-making processes to take appropriate action, and to maintain strict confidentiality related to sensitive information

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Work Environment: Work is primarily performed under limited supervision in an office setting with appropriate climate controls. Travel is required. Early morning, evening, and weekend work may be required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to see and communicate.

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting only occasionally, walking and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or grasp

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Director of Student Success

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.