

JOB DESCRIPTION



Position Title: Testing Services Specialist

Department: Testing Services

Employment Category: Non-Exempt Staff

Primary Location: Sierra Vista Campus
Or Douglas Campus

FLSA Classification: Non-exempt
Remove Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year

Pay Grade: NE04

Position Summary: The Testing Services Specialist assists in the administration of tests, coordination of testing procedures, processes and schedules, and collaborates with faculty and staff to ensure testing services are available to students and the community.

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:

Administers standardized testing to include but not limited to High School Equivalency, CLEP, DSST, Strong Interest, MBTI, ETA, HESI, TEAS, ASE, ACCUPLACER, Pearson VUE, MEASURE, online placement testing, online and onsite faculty make-up exams; provides testing information to students, staff, faculty and other community members; proctors instructor tests and various exams from other educational institutions

Greets students and assists with check-in and exam scheduling; ensures proper completion of forms and identification checks for all examinees; confirms security of testing materials and reports any security violations; maintains proper inventory of testing materials; ensures compliance with exam return and/or destruction policies

Answers multiple phone lines, responds to e-mail and voicemail requests; maintains neat and organized reception and shared work spaces

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

Participates in staff training, departmental meetings, and professional development; maintains current test administrator certifications; attends state and national conferences and other events as requested

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 education recognized by the U.S. Department of Education

Ability to obtain test administrator certifications through the state department of education, Pearson VUE, College Board, and Prometric within 90 days of hiring

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Two years' related experience

Preference may be given to individuals with one year of experience in higher education test administration

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 such as, word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and, Google Apps

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

Knowledge of test administration techniques, security practices, and procedures

Knowledge of planning and scheduling techniques

Skill in communicating effectively, clearly presenting ideas and concepts orally and in writing

Skill in performing routine technology troubleshooting and in clearly communicating and resolving more complex issues utilizing IT support staff

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

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 general supervision in a typical 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: visual and auditory observation, lifting, manual dexterity, ability to communicate.

Light Work: Exerting up to 20 pounds of force frequently lifting or carrying of objects weighing up to 10 pounds requires a good deal of walking or standing

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

Reports To: Director of Testing Services

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.