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|  | **JOB DESCRIPTION** |
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**JOB TITLE:** Testing Services Specialist

**DEPARTMENT:** East Central College - Rolla **FLSA:** Non**-**Exempt

**LOCATION:** Rolla Site **LEVEL:** 104

**REPORTS TO:** Assistant Director, Rolla **DATE:** 02/28/2017

**POSITION SUMMARY:** Provide Testing Center services to students, (including those with disabilities) faculty, and community members and serve as front desk support for the Rolla student services center.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Associate’s degree; one year related experience

**ESSENTIAL TASKS:** (*Employee must be able to perform the following essential functions to the satisfaction of the employee’s supervisor.)*

* Create an atmosphere of effective, efficient, friendly and reliable service, providing an easy, accessible, credible resource from which individuals can access general information.
* Coordinate and administer a variety of tests at ECC-Rolla and area high schools. This includes assistance with scheduling and sign-up procedures for Accuplacer, HESI A2, Nelson-Denny, Writing Samples, Math/Writing dual-credit tests, and distance learning proctored exams.
* Administer tests in the Testing Center at ECC-Rolla, providing secure exam delivery of paper & pencil or computer based tests.
* Maintain a comfortable, quiet, and secure testing environment.
* Maintain logs of all tests administered in the Testing Center.
* Check-in examinees, verify identification, and provide proper testing instructions. Make sure that only permitted items are carried into the testing room and that remaining possessions are properly stored.
* Adhere to departmental and/or external testing regulations and procedures, as specified on exam cover sheets, correspondence course instruction sheets, or standardized testing procedure manuals.
* Monitor examinees while testing to ensure that testing regulations are strictly followed.
* Report incidents of academic dishonesty to the appropriate instructor, VP of Student Development and Assistant Director-Rolla according to department protocol.
* Communicate all relevant testing information/procedures/restrictions to other Testing Center personnel. Update electronic calendar with scheduled testing appointments.
* Report needed repairs or updates of computers, software, furniture, etc. in testing rooms to Assistant Director-Rolla.
* Provide testing accommodations for students with disabilities including reading and scribing with the utmost integrity
* Maintain communications with instructors of access students to coordinate exam details and directions.
* Provide testing information and schedule appointments for disability service requests.
* Manage scheduling, testing and scoring of dual credit tests with Learning Center staff and report results to Registration and high school counselors/instructors. Enter scores in Datatel.
* Coordinate mobile testing and enrollment in area high schools with advising staff.
* Coordinate scoring of placement tests and enter all placement scores into Datatel.
* Assist in the preparation and analysis of reports as requested.
* Create ECC Rolla student IDs and work with Rolla Technical Center (RTC) personnel to create RTC students and faculty IDs.
* Assist students with the college’s online resources including but not limited to the college website, eCentral, Moodle, and student email.
* Schedule and screen appointments for advisors, counselor, financial aid and other extension site staff.
* Support all areas of Student Services, e.g. Admissions, Advisement, Registration, as needed, track student visits, and participate in recruitment and retention efforts/projects as assigned.
* Answer incoming calls, provide equivalent customer service and information, and/or direct calls to appropriate college personnel. Greet and respond to inquiries regarding departmental matters, providing specialized information regarding policies, procedures, rules and regulations.
* Adjustment of hours involving evening and/or weekend work will be required and occasionally on short notice.
* Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
* Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), and other applicable laws pertaining to employment and education; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational and planning skills; ability to participate as a team member, ability to adjust to change; ability to handle confidential material judiciously; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple tasks and projects; ability to perform all essential functions using safe work methods and following safety regulations relating to job.

**LEADERSHIP and COMMUNICATION SKILLS:** Ability to respond meaningfully to the needs of individuals with respect and sensitivity; ability to exchange ideas, information, and opinions with others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to prioritize tasks and projects; ability to meet timelines and follow-through; ability to handle interpersonal conflict situations; demonstrate ethical conduct and professionalism; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public.

**DECISION-MAKING and ANALYTICAL SKILLS:** Ability to follow policy and established methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively.

**EQUIPMENT AND SOFTWARE:** Utilizecurrent College and/or department information technology including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, etc.; use equipment or software for scoring tests (Grademaster, Scantron, etc.); office machines such as telephones, fax machines, or copiers.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** (*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.)*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee will be required to work or meet in the evenings and/or on weekends. The employee will be required to travel locally to participate provide testing and other activities related to the operations of the college.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 20 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor.

Employee Signature/Date Supervisor Signature/Date

**DISCLAIMER:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

**NOTICE OF NON-DISCRIMINATION:**  *Applicants for admission and employment, students, employees, and sources of referral of applicants for admission and employment and individuals with whom the Board of Trustees and college officials do business are hereby notified that East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, 005-D Donald Shook Student Center, telephone number 636-584-6710 or* ***hrnotice@eastcentral.edu****.*