

**JOB TITLE:** Testing Center Clerk

**DEPARTMENT:** Instruction

**LOCATION:** Union Campus

**REPORTS TO:** Associate Director, Learning Center

**FLSA:** Non-Exempt

**LEVEL:** 102

**DATE:** 10/22/19;10/17/18, 7/24/17

**POSITION SUMMARY:** Perform a variety of duties and provide Testing Center services to ECC students, faculty, and community members.

**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.)*

- Administer tests in the Testing Center at main campus, providing secure exam delivery of paper & pencil or computer-based tests.
- Respond to and/or direct inquiries made in person and on the phone.
- Maintain a comfortable, quiet, and secure testing environment.
- Ensure security of test materials by filing them promptly and appropriately.
- Maintain logs of all tests administered in the Testing Center.
- Accept and process exams from email correspondence.
- Obtain necessary certifications to administer exams, e.g., Pearson Vue, HiSET, CLEP, Certipoint, Accuplacer, etc.
- 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 Associate and Learning Center Directors.
- Communicate all relevant testing information/procedures/restrictions to other Testing/Learning Center personnel.
- Update electronic calendar with scheduled testing appointments.
- Complete and maintain necessary paperwork for MoGEA, Pearson VUE, and HiSET exams.
- Support Testing Center by collaboratively maintaining NCTA certification and standards.
- Report needed repairs or updates of computers, software, furniture, etc. in testing rooms to appropriate department and/or Learning Center Director.
- Assist the Learning & Testing Center team with administrative tasks, as needed.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, 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), Title VII, Title IX, ADA, 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 manage multiple tasks and projects.

**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:** Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. Use equipment or software for scoring tests (Grademaster, Scantron, etc.) and; use equipment, software or course management systems for administering and/or monitoring computer-based tests (Moodle, Insight, etc.)

**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; may work evenings and/or weekends;

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 occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:** None

**SIGNATURE:** I have read the above job description. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

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