

**JOB TITLE:** Testing Center Specialist**DEPARTMENT:** Instruction**LOCATION:** Union Campus**REPORTS TO:** Executive Director, Learning Center & Academic Support**FLSA:** Non-Exempt**LEVEL:** 105**DATE:** 06/15/2021

**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.
- Obtain appropriate certifications for test proctoring (i.e. Pearson Vue, HiSET, CLEP, Certiport, Accuplacer, etc...)
- Assist Testing Services Coordinator with third party exam scheduling and communication.
- Assist the Testing Services Coordinator with scheduling software (Airtable and Google Drive).
- Manage third-party documentation (preparation and storage) for security and compliance for our external testing agreements.
- 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.
- 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.
- Assist Testing Services Coordinator with data collection and assessment of testing services, including survey collection and constructing reports.
- 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 Testing Services Coordinator
- Communicate all relevant testing information/procedures/restrictions to other Testing/Learning Center personnel.
- Update electronic calendar with scheduled testing appointments.
- Report needed repairs or updates of computers, software, furniture, etc.in testing rooms to appropriate department and/or Testing Services Coordinator.
- 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 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:** 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

**SIGNATURES:** *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.*

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

**NOTICE OF NON-DISCRIMINATION:** *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 at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*