

**JOB TITLE:** Testing Services Coordinator

**DEPARTMENT:** Academic Affairs

**LOCATION:** Union Campus

**REPORTS TO:** Executive Director, Learning Center & Academic Support

**FLSA:** Exempt

**LEVEL:** 202

**DATE:** 4/12/22; 7/20/20; 6/18/18

**POSITION SUMMARY:** Coordinate and administer a variety of tests on ECC campus, satellite campuses, and area high schools. Provide testing services to students, faculty, staff and area businesses.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Bachelor's degree; one year related experience; meet and maintain certification requirements for administering, proctoring, and reporting on necessary tests and exams, which will require specific training.

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

- Coordinate and administer a variety of tests on ECC campus, satellite campuses, and area high schools. Work with staff at Rolla location for consistent operations. This includes assistance with scheduling and sign-up procedures for Accuplacer, PearsonVue, CLEP, MoGEA, HESI A2, Math/Writing dual-credit tests, and distance learning proctored exams.
- Maintain master schedule of Testing Center operations, including scheduling responsibilities for external testing (PearsonVue, MoGEA, DSST, HiSET, Scantron, etc.) and updating all relevant calendars to represent college operations.
- Work in conjunction with Executive Director, Academic Support & Learning Center on testing related issues and training testing personnel.
- Manage testing software, training and ordering of testing materials. Upkeep of appropriate instruction manuals for staff.
- Maintains National College Testing Association certification and oversees enforcement of NCTA standards.
- Obtain and maintain testing certifications (PearsonVue, MoGEA, HiSET, DSST, Certiport, etc.).
- Coordinate with IT department on necessitated technology needs, including recommendations for installation and maintenance of computer software, equipment, and supplies. Plus maintaining all updates from external partners.
- Collects and maintains usage statistics and testing records. Assists with annual department assessment reporting, including contributions of Testing Center services and satisfaction.
- Makes necessary updates to Testing Center webpage and maintains timely communication with faculty, staff, and students regarding TC updates (i.e. beginning of semester, midterm, finals, etc.).
- Point person for external revenue collection and deposits with Cashier/Business Office. Maintains appropriate inventories, including AirTable renewal for HESI testing and online registrations.
- Assist with monitoring tests in Testing Center at main campus.
- 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 Admissions staff.
- Coordinate scoring of placement tests for all campus locations and enter all placement scores into Datatel.
- Maintain documentation of all tests and testing materials.
- Supply requisitions for Accuplacer and other test materials as needed. Ensure that all test materials are stored in a secure setting and returned promptly after each testing cycle.
- Generate placement and exit testing reports for Division Chairs, Associate Registrar, or VP of Instruction.
- Responsible for supervising, hiring, training, etc. of Testing Center Specialist and Testing Center Clerk.
- 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; familiarity with standardized tests and procedures (COMPASS, CAAP, MOGEA, ACCUPLACER, etc.), ability to present materials effectively to individual students or groups; ability to provide quiet, secure atmosphere for testing; some knowledge of ADA regulations with regards to making referrals and providing necessary accommodations. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; 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 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; ability to give instructions or assignments to 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 and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; ability to direct, manage, or lead others; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning.

**DECISION-MAKING and ANALYTICAL SKILLS:** Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

**EQUIPMENT AND SOFTWARE:** Utilize current 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.

**POSITIONS SUPERVISED:** Testing Center Specialist, Testing Center Clerk.

**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

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