

# CLASSIFICATION SPECIFICATION

## Testing Center Coordinator II

FT/PT Class Code: 5113, 5613      Pay Grade: B/C 11      FLSA: Non-Exempt      Rev. 10/31/16

**SUMMARY STATEMENT:** An incumbent is responsible for securing contracts with high stakes certification testing providers (e.g. Castle Worldwide, PSI, Prometric, etc.) and for managing the daily operations of the Owens Campus student testing center, including scheduling, administering, and proctoring academic and high stakes certification tests. An incumbent also develops new business opportunities with state and national testing service centers to expand the number of high stakes tests that can be administered at the Owens Campus.

### NATURE AND SCOPE:

An incumbent in this class typically reports to a technical superior and may supervise part-time support staff and work study students. Incumbents assigned to a student testing center are responsible for coordinating, reviewing, and implementing computerized testing procedures and assisting students taking the tests. In addition, this position is differentiated from the Testing Center Coordinator I because it also secures contracts and generates revenue to support the operations of the center. Though the other centers have one Collegewide contract for high stakes testing with the ACT Corporation, the Owens Campus Testing Center also serves as a high stakes testing site for more than 500 high stakes tests.

### PRINCIPAL ACCOUNTABILITIES:

***An incumbent may perform any combination of the below listed accountabilities:***

1. Manages the daily operations of the Owens Campus Testing Center, including overseeing the budget and financial aspects of the Center. Identifies, evaluates, and recommends vendors for high stakes testing program and secures contracts.
2. Sets up the student testing center, including ordering and/or preparing any necessary materials (computers, test booklets, etc.) and equipment. Ensures that the computers have appropriate software loaded for efficient test operation.
3. Provides assistance to students who are taking the tests. Informs students of the appropriate test taking procedures. Monitors students taking tests and reports any acts of academic dishonesty to the appropriate personnel.
4. Evaluates all computer exams to assure procedures are relevant to the testing format and troubleshoots any problems with the smooth operation of the computerized tests. Also implements new test procedures and surveys the community/region for new computer tests currently being used in business, government, industry, and the private sector.
5. Schedules individuals for testing, proctors the tests, and ensures that tests are electronically sent for evaluation. Maintains and troubleshoots testing center equipment.

### **PRINCIPAL ACCOUNTABILITIES, cont'd:**

6. Handles inquiries regarding scheduling information, types of tests available, directions to the Center, phone numbers to call, etc. Determines operating hours and support staff work schedules. May create guides, fliers, bookmarks, instructions, or reference manuals to advertise the Owens Campus Testing Center's hours, operations, and procedures.
7. Drafts and recommends internal test taking procedures.
8. Gathers information regarding the potential demand for a particular test, the computer platform requirements to run the test, the associated cost, etc. and makes recommendations to supervisor.
9. Tracks information related to types of tests taken, number of people, pass/fail status, fees paid, "no shows" etc. and prepares reports.
10. Interviews, trains, supervises, and evaluates support staff.
11. Performs other related duties as required.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◇ Knowledge of teaching methods and techniques.
- ◇ Knowledge of testing center equipment.
- ◇ Knowledge of College test taking procedures.
- ◇ Knowledge of supervisory principles and practices.
- ◇ Knowledge of word processing, spreadsheet, and database software.
- ◇ Skill in the use of relevant technical equipment.
- ◇ Good interpersonal and communication skills.
- ◇ Strong organizational and customer service skills.
- ◇ Ability to make decisions and problem solve independently.
- ◇ Ability to multi-task and to function independently.
- ◇ Ability to communicate effectively, both orally and in writing.

### **MINIMUM QUALIFICATIONS:**

- ◇ Associate degree in a relevant field and four (4) years of relevant experience; or other equivalent combination of education and experience.