



TESTING SERVICES ASSISTANT

Reports to: Program Manager, Testing Services

Dept: Testing Services

Range: 16

FLSA: Nonexempt

EEO: Secretarial/Clerical

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, perform a variety of routine to specialized clerical and administrative support functions requiring program specific knowledge; coordinate front desk support for assigned areas; administer standardized individual and group assessment tests and proctor instructional tests in both the Testing department and Academic Proctoring Center; schedule appointments for exams and test accommodations; maintain appropriate security of test materials and results; follow prescribed test procedures and appropriate policies and regulations; and perform related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Assist in the day-to-day operation of the Testing and Academic Proctoring Center front desk; coordinate and assign front-desk coverage; provide routine to specialized administrative support including answering phones and emails, coordinating testing space and schedule testing times for faculty, staff, students and incoming students, providing trainings and information on other student resources available; maintaining office supplies; may open or close room or building.
3. Administer and proctor a variety of assessment and instructional tests including adaptive tests for disabled students and online course testing for college and other institutions; obtain and distribute test materials; ensure security of testing supplies.
4. Monitor and report student attendance to instructors; notify instructors when tests have been completed; deliver/transmit test materials to instructor/institution in a timely manner.

5. Monitor students during test administration; monitor timing for individual tests with a high level of accuracy and detail; resolve or report test irregularities, including situations involving Academic Dishonesty or Code of Conduct violations; observe district, state/federal, and test agency policies and procedures for security/confidentiality of testing materials and records. Take and respond to complaints from the lab. Intervene to resolve conflicts and behavior issues of students and other lab users.
6. Oversee and maintain the testing lab and ensure its furnishings and hardware are clean and sanitary. Send requests for repairs to maintenance to facilities. Ensure compliance with lab policies and procedures.
7. Administer and oversee the administration of a variety of skill assessments, exams and career exploration tests; score tests with computerized scoring equipment and scanner; retrieve and input placement test results into student records for registration.
8. Assess student records, review and explain test results and multiple measure placement data.
9. Run daily schedule and usage reports; reconcile reports with class rosters; and provide a variety of troubleshooting techniques under pressure and in time sensitive situations that require the use of independent judgment.
10. Prescreen high school transcripts for placement through multiple measures; scan and retrieve documents; verify and communicate matriculation status to provide direction to appropriate services and resources; refer to and schedule counseling drop-in appointments.
11. Using standard office software, compose and/or type memoranda, correspondence, reports, agreements, contracts, marketing materials, training materials, presentations, spreadsheets, forms, and other documents.
12. Create, develop, maintain and update specialized and custom forms, databases, logs, files, records, and reports to support technical work processes in areas of responsibility; design, develop and maintain spreadsheets requiring data interpretation and manipulation; track and maintain data and student outcomes and prepare for reporting.
13. Coordinate and schedule testing times; assist with the development and coordination of departmental special events; assist with planning, implementation, setup and cleanup for various events and testing services.

OTHER DUTIES:

1. Assist with off-campus testing/proctoring as assigned.
 2. Serve as a scribe or reader when such an accommodation is required.
 3. Provide backup to other department staff as needed.
 4. Provide training and work direction to student workers and other temporary staff, as needed.
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5. Perform general clerical support including filing and ordering supplies.
6. Contact campus police or custodial staff as needed.
7. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Complex test administration practices and procedures.
2. Various online platforms.
3. Practices, concepts and techniques used in customer service.
4. Terminology, procedures, and practices applicable to the Testing and Academic Proctoring Center.
5. Office administration practices and procedures.
6. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
7. The district's student recordkeeping systems, including appointment setting and accessing student test information as applicable to area of assignment.
8. Common student needs, issues and concerns applicable to area of assignment.
9. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
10. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

1. Interpret and explain rules, regulations, procedures and policies regarding student testing.
2. Schedule and administer various academic tests.
3. Use quick, independent judgement in accordance with policies when dealing with a variety of problematic issues.
4. Quickly assess student needs and use independent judgement to provide services/and or refer individuals to other departments.
5. Use automated systems for maintaining and reporting test results for various tests.
6. Assist in testing-related evaluations.
7. Make arithmetic calculations quickly and accurately.

8. Analyze situations accurately and adopt effective courses of action.
9. Maintain confidentiality of district and student files and records.
10. Communicate effectively, both orally and in writing.
11. Understand and follow detailed written and oral instructions.
12. Operate a computer and standard business software.
13. Use tact and diplomacy in dealing with sensitive, complex and confidential student issues, situations and concerned people.
14. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
15. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, and one year of progressively responsible clerical support experience, preferably involving frequent public or student contact; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program. Certification as GED, CLEP, and/or ACT Test Proctor may be required. If required, certificates may be obtained following hire.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Work direction to lower-level staff, student employees and temporary staff.

CONTACTS:

District administrators, faculty, staff, students and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment in a space accessible to the public; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; occasional evening, weekend and/or holiday hours required on an as-needed basis.