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| **TESTING SERVICES SPECIALIST**  |
| **Reports to:**  | Program Manager, Testing Services |
| **Dept:** | Testing Services | **Range:** | 19 |
| **FLSA:** | Nonexempt | **EEO:** | Technical/Paraprofessional |

*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, plan, schedule and administer standardized individual and group assessment tests and coordinate instructional tests and distance learning exams; interface with current and prospective students; assist students with scheduling exams and coordinate test accommodations; coordinate obtaining exams from instructors and maintaining appropriate security of test materials and results; provide lead-level work direction of Testing Services Assistants and ensure effective customer service; provide administrative support for the program manager; 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. Participate in selecting, training and providing day-to-day lead work direction to Testing Services Assistants and student workers; assign and monitor work for completeness, accuracy and conform­ance with district, department and legal/regulatory requirements and standards; monitor work flow to ensure mandated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/legal/regula­tory requirements; provide input to manager on employee work performance and behav­iors; assist in ensuring a fair and open work environment in accordance with the district’s mission, goals and values.
2. In the absence of the manager, coordinate the day-to-day operation of Testing Services; coordinate and assign front-desk coverage; validate sufficient coverage of Testing Services Assistants scheduled to proctor exams as necessary; reserve additional space, process exam requests and have exams ready for proctors; ensure resources and equipment are properly maintained and returned; provide routine administrative support for the department including answering phones and processing emails and requests, coordinating with other student services in shared space, providing information on other student resources available and maintaining office supplies.
3. Collaborate with instructors to utilize the Academic Proctoring Center; offer workshops and review sessions for instructors, students, and community; create, activate and maintain SARS grid for all exams at multiple campus locations; serve as technical liaison and functional specialist for program-specific electronic databases and programs such as PeopleSoft, SARS, CAPP, Compass; check online exams settings and troubleshoot technical problems by serving as a TA in all online courses; input program statistics and student data into appropriate systems and maintain and update student files and records.
4. Develop and conduct surveys to identify need for programs and services and to evaluate the effectiveness of current programs.
5. Coordinate incoming exams with instructors and other colleges; process incoming requests; approve alternate testing sites and coordinate exams for online distance students; explain testing service policies and procedures; review materials for completeness and accuracy of testing instructions; ensure test materials are sent, received and returned to instructor or the proper agencies in compliance with security procedures.
6. Explain and interpret test procedures and appropriate policies and regulations; develop and update testing services manual, websites and social media accounts.
7. Coordinate and oversee administration of tests at a variety of locations on and off campus; oversee students during test administration; transport test materials and ensure that facilities are appropriate and adequate; approve out of state testing centers for MiraCosta students needing to complete assessments for matriculation; coordinate and score assessments.
8. Apply, interpret, explain and enforce testing and matriculation policies, procedures, related information and requirements to students and the public; monitor, update and distribute matriculation records; evaluate assessment results from other colleges and interpret and explain placement results and next steps; assess student needs, troubleshoot, research and provide direction for appropriate services and resources; screen students for readiness to meet with counselors by verifying matriculation status.
9. Provide administrative assistance to the program manager; maintain a variety of standard office and specialized records and files; maintain spreadsheets and databases; generate sensitive and complex reports, documents and personnel documentation using advanced word pro­cess­ing; submit personnel requisitions and train new employees; provide staff with information regarding pay, absences, benefits, etc.

### OTHER DUTIES:

1. Assist in research, collecting data and preparing statistical reports.
2. Participate in special events and projects as needed.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Testing Services’ program goals, objectives, policies, procedures and practices.
2. Test administration practices and procedures including specific regulations set forth by testing agencies.
3. Procedures followed in administering and scoring standard and other academic tests and recording and reporting test results.
4. College course prerequisites and matriculation policies.
5. Practices, concepts and techniques used in customer service.
6. Office administration practices and procedures.
7. The district’s student recordkeeping systems, including appointment setting and accessing student test information as applicable to area of assignment.
8. Modern office practices, procedures and equipment including computers and applicable software programs.
9. Applicable federal, state and local laws, rules and regulations.
10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
11. Basic principles and practices of employee supervision.
12. District human resources policies and labor contract provisions.

### ABILITY TO:

1. Assign and review the work of student workers and lower-level staff.
2. Oversee the daily operations of Testing Services.
3. Schedule and administer various academic tests.
4. Coordinate, manage and use automated systems for maintaining and reporting test results for various tests.
5. Assist in testing-related research and evaluation.
6. Maintain current knowledge of testing requirements and regulations issued by the Testing Department, state or other agency.
7. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
8. Set priorities and exercise independent judgment within areas of responsibility.
9. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
10. Track statistical information utilizing complex spreadsheets and databases.
11. Understand, interpret, explain and apply applicable laws, codes and regulations.
12. Present proposals and recommendations clearly, logically and persuasively.
13. Operate a computer and standard business software.
14. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
15. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an associate degree program and at least three years of progressively respons­ible clerical support experience, preferably involving assessment or instructional testing; 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.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Testing Center Assistants.

**CONTACTS:**

District administrators, faculty, staff, students, other colleges and educational institutions, 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, stooping or crouching; occa­sional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to a variety of locations on and off campus as needed to conduct district business; ability to work at a computer station for extended periods on an as-needed basis, involving light, repetitive use of hands, wrists and forearms; ability to view small-font words/ symbols on a computer monitor for extended periods.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving appropriate 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 indoor office learning center or classroom environments; subject to frequent contact and interruptions by individuals in person or by phone; intermittent exposure to angry and/or verbally aggressive individuals; may be required to work evening hours on an as-needed basis; may work at any district location.