AUBURN
Human Resources

# Asst, Testing Services

Job Description

## JOB INFORMATION

| | |
|---|---|
| Job Code | DA10 |
| Job Description Title | Asst, Testing Services |
| Pay Grade | AA02 |
| Range Minimum | $29,840 |
| 33rd % | $33,320 |
| Range Midpoint | $35,060 |
| 67th % | $36,800 |
| Range Maximum | $40,280 |
| Exemption Status | Non-Exempt |
| Approved Date: | 1/1/1900 12:00:00 AM |
| Legacy Date Last Edited | 1/14/2021 |

## JOB FAMILY AND FUNCTION

| | |
|---|---|
| Job Family: | Academic Services & Administration |
| Job Function: | Academic Programs |

## JOB SUMMARY

The Testing Services Assistant supports the efficient operation of the Office of Accessibility (OA) Testing Center by assisting the Testing Services Coordinator with the coordination and proctoring of accommodated exams.

## RESPONSIBILITIES

- Assists test-takers for the duration of the testing process to include check-in, computer start up, and assisting with any problems which may arise during the exam.
- Serves as a certified testing administrator adhering to all proctoring requirements. Addresses academic dishonesty and procedural incidents that occur and involves peers, as warranted. Contacts vendor support representatives to resolve technical issues.
- Assists with the implementation of test security protocols at all locations, establishes and maintains test files, and assists in the preparation of databases and records.
- Maintains familiarity with databases and testing software used by the university. Maintains confidentiality of all client information.
- May provide administrative support functions such as test registration activities, copying, running reports, faxing, and mail distribution.
- Performs front desk reception responsibilities to include answering and directing phone calls, scheduling appointments, appointment reminder calls, receiving required documentation from testers checking in for an exam, accepting deliveries, directing customer service, and checking out testers.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

## SUPERVISORY RESPONSIBILITIES

| | |
|---|---|
| Supervisory Responsibility | May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees. |

## MINIMUM QUALIFICATIONS

**To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.**

## MINIMUM EDUCATION & EXPERIENCE

| Education Level | Focus of Education | | Years of Experience | Focus of Experience | |
|---|---|---|---|---|---|
| High School Diploma or GED | | and | 2 years of | experience in administrative support, customer service, and/or academic or commercial testing in a business setting. | |

| | |
|---|---|
| Substitutions Allowed for Experience | Yes |
| *Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.* | |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge Windows 10 or Excel, intermediate computer skills, and various communication applications (SLACK, Outlook, or Asana).

## PHYSICAL DEMANDS & WORKING CONDITIONS

| | |
|---|---|
| Physical Demands Category: | Other |

## PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|---|---|---|---|---|---|---|
| Standing | | | | X | | |
| Walking | | | | X | | |
| Sitting | | | | X | | |
| Lifting | X | | | | | |
| Climbing | | | X | | | |
| Stooping/ Kneeling/ Crouching | | | X | | | |
| Reaching | | | | X | | |
| Talking | | | | | X | |
| Hearing | | | | | X | |
| Repetitive Motions | | | | | X | |
| Eye/Hand/Foot Coordination | | | | | X | |

## WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|---|---|---|---|---|---|
| Extreme cold | | | X | | |
| Extreme heat | | | X | | |
| Humidity | | | X | | |
| Wet | | | X | | |
| Noise | | | X | | |
| Hazards | | | X | | |
| Temperature Change | | | X | | |
| Atmospheric Conditions | | | X | | |
| Vibration | | | X | | |

| **Vision Requirements:** |
| --- |
| Ability to see information in print and/or electronically. |