AUBURN
Human Resources

Coord, Testing Services

Job Description

JOB INFORMATION

Job Code	DA11
Job Description Title	Coord, Testing Services
Pay Grade	AA07
Range Minimum	$41,200
33rd %	$48,070
Range Midpoint	$51,510
67th %	$54,940
Range Maximum	$61,810
Exemption Status	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

Reporting to the Testing Services Manager, the Testing Services Coordinator coordinates and ensures efficient and effective operations of the Biggio Center Testing Services are being implemented by Graduate Assistants, temporary employees, and other full time staff. Coordinates certification testing and academic testing services, proctors certification exams, and general academic and placement assessments.

RESPONSIBILITIES

- Supervises the work of temporary employees and Graduate Assistants; trains, coaches, develops and distributes work schedules and assignments. May assist Manager in hiring, training, and supervising of full-time staff.
- Coordinates the operation of the testing area, including but not limited to, receiving exams from the faculty, scheduling rooms, proctoring exams, maintaining testing security and student confidentiality. Coordinates with the appropriate Testing Services Coordinators in regards to staffing to ensure the smooth flow of operations and assistance to students and faculty.
- Serves as a certified testing administrator adhering to all proctoring requirements. Addresses academic dishonesty and procedural incidents that occur with the tester. Reports on tester behavior, technology issues, or Center issues which would have a negative impact on a tester's session by submitting an irregularity report provided by the vendor. Consults with the Office of Accessibility, if warranted.
- Assists in the development, implementation, and monitoring of procedures, goals, objectives, and processes for the Testing Center such as testing center environment improvements and client satisfaction. Ensures that policies and procedures correlate with National Certification Testing procedures. Researches software needs and provides recommendations for upgrades.
- Coordinates and has direct responsibility for projects or specific sets of tasks related to a function, program, or departmental unit including software improvements for test monitoring activities and continuous improvement initiatives related to testing.
- May provide clerical support functions for test registrations, activities, copying documents, running reports, faxing, and mail distribution.

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 supervise employees but supervision is not the main focus of the job.

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	
Some college; vocational or Associate's Degree	Degree in Education or Business.		2 years of	Experience in academic or commercial testing services with a focus in customer service delivery; experience utilizing and supporting testing information system and technologies. Supervisory experience.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge of Windows 10, Outlook, Excel, and other software applications.	
Knowledge of online test scheduling system. Ability to maintain positive interpersonal relationships	
Ability to prioritize multiple demands in a fast paced work environment while delivering exemplary customer service	
Ability to communicate effectively verbally and written.	
Knowledge of principles and processes of customer service.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
	Once employed, positions supporting Prometric and Pearson Vue vendor services must pass yearly certification exams in order to proctor exams.	Upon Hire	Required	

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	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.