Auburn University Job Description

Job Title: **Asst, Testing Services**

Job Code: **DA10**

FLSA status: Non-exempt

Job Family: No Family

Grade AA02 $27,500 - $37,100

Job Summary

The Testing Services Assistant ensures the efficient and effective operations of the Biggio Center Testing Services and other university testing centers by proctoring various test administrations for the duration of the test.

Essential Functions

1. 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.

2. 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.

3. 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.

4. Maintains familiarity with databases and testing software used by the university. Maintains confidentiality of all client information.

5. May provide administrative support functions such as test registration activities, copying, running reports, faxing, and mail distribution.

6. 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.

7. Performs other related duties as assigned.

Supervisory Responsibility

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

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	**Focus of Education/Experience**
Education	High School	High School Diploma or equivalent
Experience (yrs.)	2	Experience in administrative support, customer service, and/or academic or commercial testing in a business setting.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions 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 Required Knowledge

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

Certification or Licensure Requirements

Once employed, positions supporting Prometric and Pearson Vue vendor services must pass yearly certification exams in order to proctor exams.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/14/2021