
Auburn University Job Description

Job Title: **Coord, Testing Services**

Job Family: No Family

Job Code: **DA11**

Grade AA07 \$37,900 - \$56,900

FLSA status: Exempt

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.

Essential Functions

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. May provide clerical support functions for test registrations, activities, copying documents, running reports, faxing, and mail distribution.

Supervisory Responsibility

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

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

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Some college; vocational or Associate's Degree	Degree in Education or Business.
Experience (yrs.)	2	Experience in academic or commercial testing services, administrative support services, and customer service; experience utilizing and supporting testing information system and technologies. Must have at least 1 year of supervisory experience.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

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.

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

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

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 walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires standing, 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
