| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 5/23/2024 | FS9627, FS9648, FS9666, FS9686 | Testing Specialist | FA9694 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Student Affairs | Testing Services | Full-Time Professional Support 4 | 43-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** ESP | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [x]  | **Part-Time:** [ ] \_\_\_\_ Hrs/Week | **Pooled Position:** [ ]  | Type here **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
| --- |
| Motivated by compassion, inclusivity, integrity, teamwork, and maintaining a healthy work-life balance, this role is committed to student success by ensuring that high-quality services are supported by dedicated and knowledgeable professionals. This position supports academic integrity through exam proctoring, security, and delivery; and promotes student and institutional success through expertise and guidance on LCC’s course placement and prerequisite-waiver system. Responsibilities also include maintaining, administering, and proctoring all tests at the Downtown Testing Center (GB 2228), and independently leading online and certification test administration at West Campus Student Services (WC M106). Providing leadership and supporting a department focused on promoting innovative and accurate approaches to success--as well as delivering outstanding service to diverse students, faculty, and the greater community--are essential to this role. |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
| --- |
| Type here |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
| --- |

| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| **40** | **1** | Support student success and enrollment:* Process high school/college transcripts and standardized test score reports for course placement and prerequisite overrides.
* Research outside college course descriptions and LCC’s equivalency documentation.
* Collaborate with LCC academic departments on course override and placement requirements.
* Update student records in Banner.
* Communicate process and changes to records with students via email.
* Demonstrate expertise in LCC’s Multiple Measures Initiative for course placement.
* Monitor transcripts and waiver documents for fraudulent activity; document and report irregularities.
 |
| **35** | **2** | Maintain a highly-functioning testing office:* Troubleshoot technical and procedural issues with all department test administration.
* Process and distribute course exams for in-person, virtual, and off-campus administration.
* Responsible for LCC Desire2Learn (D2L) course-level access to monitor and troubleshoot exam delivery.
* Manage Testing Services’ databases, spreadsheets, and scheduling sites.
* High-stakes certification and specialized exam support and delivery, including collaboration with vendors to ensure consistent and accurate exam administration.
* Assist department administrators in operational process development and implementation.
* Collaborate with non-LCC institutions for proctoring services.
 |
| **20** | **3** | Test Administration, Proctoring, and Service:* Provide face-to-face, phone, and online customer service; including student guidance on the course placement, override, and registration processes.
* Independently lead online and certification test administration at West Campus Student Services.
* Assist LCC faculty with in-person, virtual, and off-campus testing services.
* Administer and proctor all LCC course and placement exams.
* Monitor in-person and virtual test administration for fraudulent activity; document and report irregularities.
* Complete and update all required trainings and certifications as required by college and exam vendors.
 |
| **5** | **4** | Other Related Testing duties* Provide lead coverage for various opening, closing, or Saturday shifts.
* Assist with staff orientation and training.
* Provide general clerical support.
 |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.  |
| --- |
| Knowledge:* Working knowledge of computer software: Windows, Microsoft Word, Outlook, Excel, Access
* Ability to manage multiple tasks and priorities.
* In-depth knowledge of college procedures and course requirements
* Human relations and communication skills
* Extensive knowledge of LCC systems and processes

Communication/Influence:* Advanced verbal and written communications skills
* Ability to provide outstanding customer service
* Facilitation skills to encourage an effective team environment
* Ability to work effectively with a diverse population of students and colleagues.

Problem Solving:* Ability to work independently and balance multiple priorities on a continuing basis.
* Ability to learn new systems and processes quickly
* Continual re-evaluation of procedures to assure efficient customer service
* Conflict resolution skills Leadership:
* Provide general leadership and guidance to part-time support staff
* Manage faculty requests and workload in a fast-paced environment
* Team building skills in order to create a cohesive and integrated service center.
 |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.  |
| --- |
| **Required*** Associate Degree or equivalent combination of education and testing or student-affairs experience
* Demonstrated previous customer service experience
* Demonstrated previous office experience
* General computer skills – Including working knowledge of Microsoft Office programs

**Preferred*** Bachelor Degree
* Experience working in a testing environment
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| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
| --- |
| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
| --- |
| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Jesse Mills **Supervisor’s Signature:** \_\_\_\_\_\_Jesse Mills\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_4-22-2024\_\_\_\_

**Dean/ELT’s Name:** Ronda Miller **Dean/ELT’s Signature:**  \_\_\_\_\_\_\_\_\_\_\_ Date: 4/29/2024

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_\_ **Date:** \_­­­5/23/2024\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** FS9627 **Date:** **1/4/2023 Supervisor’s Position #:** FA9694

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[ ]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[ ]  Comparing (compare/contrast data, people, other data)

[ ]  Synthesizing (combine data, concepts, interpretations)

[ ]  Computing (math calculations or carrying out formula operations)

[ ]  Compiling (gathering, classifying, evaluating data, people, other data)

[ ]  Copying (entering, posting, transcribing data)

[ ]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[ ]  Near acuity (at 20 inches or less when accuracy is essential)

[ ]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[ ]  Depth perception (3 dimensional vision, judge distances, space)

[ ]  Color vision (distinguish colors)

[ ]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[ ]  Climbing

[ ]  Kneeling

[ ]  Reaching

[ ]  Balancing

[ ]  Crouching

[ ]  Grasping

[ ]  Stooping

[ ]  Crawling

[ ]  Picking/Typing/Keyboarding

[ ]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[ ]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[ ]  Medium (exert 21-50 lbs of force, walk/stand frequently)

[ ]  Heavy (exert 51-100 lbs of force, walk/stand routinely)

[ ]  Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

[ ]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[ ]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[ ]  Extreme noises