| Date | Position # | Position Title | Reports To: |
| --- | --- | --- | --- |
| 2/16/2024 | PS9992 | Part-Time Support – Testing Services | FA9694 |

|  | | For HR Use Only | | |
| --- | --- | --- | --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Student Affairs | Testing Services | Support 3 | 43-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:** | **Bargaining Unit:**  PTCTU | **Non-Bargaining:** | **Provisional/Grant Funded:** | **Temporary/Limited Duration:** |
| --- | --- | --- | --- | --- |

| **Individual Position:** | **Full-Time (40 hrs/wk):** | **Part-Time:**  20-28 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. |
| --- |
| Driven by compassion, inclusivity, integrity, teamwork, and work-life balance the Student Affairs Division is committed to student success by ensuring high quality programs and services delivered by a committed and caring team.  Deliver exceptional customer service to students, faculty and staff who utilize Testing Services, with the availability to provide consistent evening and weekend coverage. Duties include administering and proctoring exams; assisting department staff in processing documentation and preparing exams for delivery; general clerical duties; and other related testing services for students, faculty and staff. |

| **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 | Customer Service - Verify identity and check in students who are taking placement tests, course exams or other tests administered through the Testing Services Department. Look up and verify student or exam information in Banner applications or department database. Greet, assist and answer the questions of students, faculty and other college personnel who call, email or enter the testing offices. Present a professional image and maintain confidentiality of all student information protected by FERPA. |
| 30 | 2 | Exam Proctoring – Observe students taking exams utilizing both sight and camera technology, ensuring all exam guidelines are being followed. Launch placement, course, or certification exams using test delivery applications. Troubleshoot technical and procedural issues that may arise in the testing lab. Report any inconsistencies or issues with the test delivery system, security system, or examinee behavior to a department Testing Specialist, Lead Support, or a member of the Management team. |
| 15 | 3 | Assist Testing Specialists and Lead Support, as needed, in processing incoming documentation (i.e. transcripts, score reports, etc.) for course placement purposes, updating student records on a computerized system; processing incoming course exams, returning exams to faculty, and general clerical duties such as copying, filing, and phone/email support. |
| 5 | 4 | Assist in compiling testing data for various departmental and college-wide reports. |
| 5 | 5 | Assist with the orientation and training new employees to departmental procedures; |
| 5 | 6 | Participate in various team meetings for the department, division, and/or college to provide high quality service for students, staff, faculty, and the general public. |

| **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:  • Human relations and communication skills  • Experience with integrated computer software systems (preferred: Banner applications, Desire2Learn, Argos), appointment scheduling system, and Microsoft Office products  COMMUNICATION/INFLUENCE:  • Verbal and written communication skills  • Ability to provide courteous, knowledgeable, friendly and enthusiastic customer service  • Effective interpersonal relationship skills  • Perceptive, good listener  • Ability to work effectively with diverse populations  PROBLEM SOLVING:  • Ability to independently perform a variety of duties and balance multiple priorities  • Conflict resolution skills  • Resourceful and quick thinking  • Ability to find information needed to resolve problems  • Ability to assess, prioritize, and perform a variety of changing tasks  LEADERSHIP:  • Manage requests and workload in a fast-paced environment  • Team building skills to build a cohesive and integrated service center  • Respect for other people’s temperament and disposition |

| **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**  • High school diploma/GED required  • Previous customer service experience required  • General computer skills and Microsoft Office application experience required   * Available to work evening or weekend hours as needed   **Preferred**  • Associate degree or equivalent educational experience (60 or more college credits)  • Experience working in a testing environment preferred  • Previous office experience preferred |

| **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: 4/10/2023**

**Dean/ELT’s Name:** Ronda Miller **Dean/ELT’s Signature:**  **Date:**

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** Sydney Glasscoe **Date:** 02/16/2024

**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 #:** PS9992 **Date:** **4/10/2023 Supervisor’s Position #:** FA9694

## **Materials Used:**

Computer keyboard, mouse, screen

Various software

Telephone, cell phone, mobile device

Paper and pencil/pen

Projector or other audiovisual equipment

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:**

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

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