Supervisor, Testing Center

FLSA Status: Exempt
Pay Grade: 14
Job Title ID: 12351
Job Series/Job Family: Student Support & Success Series / Student Learning Services Family

Reports To

Dean, Student Services

Job Purpose

To plan, develop, supervise, and train Testing Center employees, and enforce policies and procedures for budget, personnel, and day-to-day operations of a testing center.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Plans, organizes, and supervises activities of the testing center; provides security of all testing tools; reviews and approves department staff time sheets; conducts periodic staff meetings to review activities and inform staff of new procedures and issues, and provide training.
2. Inspects and enforces policies and procedures for test admission to testing centers; affirms test security by formulating written procedures and provides secure test storage.
3. Manages and monitors department Datatel requisitions and purchases; prepares purchase requisitions, maintains supplies, equipment, and inventories; manages and submits P-Card activity monthly to budget department.
4. Depending on the campus, the testing facility may also function as the Assessment Center.
5. Hires, trains, supervises, and evaluates testing personnel to insure staff is adequate to meet daily testing workload; coordinates the testing assistants work schedules to ensure adequate staff coverage.
6. Investigates and reports scholastic dishonesty incidents to Director of Student Services, student's instructor and Instructional Dean; analyzes, evaluates, solves, and makes decisions regarding problematic situations.
7. Produces statistical reports and provides information to supervisor regarding student use of the testing center.
8. Responsible for Testing Center customized program (ISD scoring system) used to score tests administered by the six testing centers.
9. Consults with outside testing agencies, colleges, and universities for continued update on latest procedures and technology to ensure efficient testing services to students and faculty.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Principles, best practices, and trends in test administration.
- Supervisory principles, practices, and methods.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Leading and coordinating the activities of subordinate personnel.
- Consistently following testing procedures.
- Maintaining confidentiality of test materials and results.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Three years related work experience to include one year of supervisory experience.

Preferred

- Three years related work experience in an educational institution to include one year of supervisory experience.

Education

Required

- Bachelor's degree.

Preferred

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Other

Preferred

- Knowledge of ACC Administrative Rules, Policies and Procedures and Testing Center guidelines. Skill in using ISD Scoring System database and Datatel.

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.