

Specialist, Business Assessment

FLSA Status: Non-Exempt

Pay Grade: 10

Job Title ID: 20305

Job Series/Job Family: Workforce Education & Business Development Series / Customized Training & Assessment Family

Reports To

Assessment Manager

Job Purpose

To provide administrative support, administer/proctor exams, coordinate daily activities for the Business Assessment Center/GED Testing Center, and coordinate daily testing activities.

Description of Duties and Tasks

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

Required

1. Performs billing and bookkeeping functions including monthly billing, payment collection in relation to student exams, reconciliation of funds, and deposit preparation.
2. Provides proctoring services including obtaining exam materials, administering and monitoring exams, exam delivery, and ensuring secure storage of exam materials.
3. Provides information to students, community members, and agents of other education institutions regarding Business Assessment Center services; responds to testing inquiries; schedules exam appointments; coordinates with instructors to receive, administer, and return exams; contacts students when exams are received.
4. Assists with inventory and irregularity reports, packaging of completed exams, maintaining exam supply inventory, scanning/scoring of computer exams, and delivery of score reports to clients via fax and mail.
5. Provides assistance with GED Examiner duties including administering GED Special Accommodation exams, and updating examinee records, preparing accommodation application packets, and candidate instructions, staffing weekly GED registration sessions, attending annual mandatory Examiner's conference to maintain familiarity with TEA requirements for GED administration, and substituting for GED staff during scheduled group administration when required.
6. Coordinates with Assessment Manager regarding Center operations including policies and procedures; provides updates regarding projects; writes and edits business correspondence.
7. Organizes and maintains files for proctored exams, billed client accounts, and standardized exam group administrations.
8. Receives, sorts, and distributes office mail; maintains mail supplies; prepares air bills and other outgoing mail.
9. Maintains supplies of testing forms for various exams; monitors supplies and responds to staff requests for additional supplies.
10. Acts as a Proctor/Test Administrator for High Stakes Exams in the Business Assessment Center/GED Testing Center.

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

- Administrative processes and procedures.

- Billing and bookkeeping functions.
- Testing regulations and exam security measures.
- GED Examiner duties and responsibilities.
- Special accommodation exams.

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, including weekends as required.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Performing billing and accounting activities.
- Providing proctoring services in relation to academic and certification exams.
- Providing information in relation to testing processes and procedures.
- Coordinating administrative activities in relation to testing services.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications to include Microsoft Office Series.

Physical Requirements

Required

- Occasional lifting of objects up to 30 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Two years related work experience.

Preferred

- Two or more years related work experience providing administrative support services, cash handling with customer service, dealing with the public, and/or testing.

Education

Required

- Bachelor's degree.

Preferred

- Bachelor's degree in teaching, counseling, business, Library Sciences or a related field.

Licenses/Certifications

Required

- Must be able to pass all training/testing components needed to be appointed as a GED Examiner/Test Administrator and pass all certifications for "High Stakes Testing" Proctor/Administer training and testing to be complete during the first three weeks of employment.

Other

Required

- Required to successfully complete criminal background check prior to employment.

Preferred

- GED Certification; ACT, CLEP, or VUE Certification.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.