Galveston College

JOB DESCRIPTION

JOB TITLE:	FLSA:
Testing Specialist	Exempt
Department	**Date:** 9/27/2024
Security Sensitive: Yes	**Grade:** B23
Reports To: Assessment Coordinator	

Job Summary

The Testing Specialist is responsible for ensuring the secure delivery of exams while providing exceptional customer service in a professional, welcoming environment. Exams include both computer-based and paper-based formats, college serving and community serving requiring close adherence to established protocols.

Essential Functions

- Administer and monitor standardized testing sessions, ensuring compliance with all applicable guidelines and policies, including those of external test sponsors and vendors (e.g., College Board, Accuplacer).
- Execute clerical tasks such as filing, generating test rosters, scheduling appointments, and preparing test materials.
- Verify student ID and ensure the integrity of the testing process by strictly enforcing security protocols.
- Communicate effectively and professionally with a diverse population of students, faculty, and staff, providing clear instructions and addressing any inquiries related to the testing process.
- Set up and configure computer systems for online and computer-based tests, ensuring proper functionality and readiness for test delivery.
- Maintain certification for administering specific tests as required by test sponsors, which includes studying proctor manuals, attending webinars, and passing certification exams. (Meazure, ATI Teas, Accuplacer TSI, CLEP/ETS, TCEQ, PSI, Prometric, PearsonVUE, Accuplacer ATB, TCFP, Examity, NHA)
- Provide test results and additional instructions to students in accordance with test protocols, maintaining confidentiality and sensitivity to individual needs.
- Resolve any technical or procedural issues that arise during testing sessions, demonstrating sound judgment and calm problem-solving skills.
- Support testing accommodations and ensure compliance with institutional and federal guidelines, including ADA.

Related Responsibilities

- Assist at the reception desk with student check-in and check-out procedures, and answer inquiries in a friendly and informative manner.
- Perform minor housekeeping duties such as sanitizing testing stations and organizing materials.
- Uphold strict confidentiality regarding student records, test results, and other sensitive information.
- Maintain familiarity with and proficiency in testing software and other tools needed for test administration.

Required skills and Competencies

- Strong organizational skills, with the ability to manage multiple tasks and priorities in a fast-paced environment.
- Demonstrated ability to exercise discretion in handling confidential information and applying sound judgment in various situations.
- Proficient in basic computer operations, including word processing and spreadsheet software (e.g., Microsoft Word, Excel).
- Ability to learn and navigate testing-specific software and technologies.
- A customer-service orientation, balanced with the enforcement of testing security and integrity protocols.
- Demonstrated ability to work collaboratively with diverse individuals and maintain professional, respectful communication in all interactions.

Work Environment

- Work primarily in a climate-controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use; frequent stressful conditions (cardiovascular).

Special Requirements

- Subject to a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied?_____

_____	_____
Signature	Date