



JOB DESCRIPTION

JOB TITLE: Testing Specialist	FLSA: Non-Exempt
Department	Date: 9/27/2024
Security Sensitive: Yes	Grade: B-22
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 external test sponsors' policies and institutional guidelines.
- Verify student identification and enforce security protocols to maintain the integrity of the testing process.
- Provide clear instructions and professional communication to students, faculty, and staff addressing inquiries related to the testing process in person, via email, and telephone.
- Assist in building, updating, and maintaining testing schedules to ensure smooth and efficient operations.
- Prepare, set up and configure computer-based testing, ensuring proper functionality and readiness for test delivery.
- Resolve any technical or procedural issues that arise during testing sessions, demonstrating sound judgment and calm problem-solving skills.
- Facilitate and support testing accommodations and ensure compliance with institutional policies and federal guidelines.
- Assist in onboarding and training new part-time staff, providing guidance on testing policies, procedures, and protocols.
- Uphold strict confidentiality of information exposed to in the course of business regarding exams, all student records, and all other sensitive information;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement.
- Other duties as assigned.

Related Responsibilities

- Assist with reception duties including student check-in/out procedures, and answering inquiries in a friendly and professional manner.
- Perform minor housekeeping such as sanitizing testing stations and organizing materials.
- Maintain proficiency in testing software and related tools needed for test administration.

Education and Experience

- Associate’s Degree required, bachelor’s degree preferred;
- Minimum of two years of experience that is directly related to the duties and responsibilities specified;
- Maintain certification for administering specific tests as required by test sponsors, including ongoing training, study, webinar attendance, and passing certification exams. (Meazure, ATI Teas, Accuplacer TSI, CLEP/ETS, TCEQ, PSI, Prometric, PearsonVUE, Accuplacer ATB, TCFP, Examity, NHA)
- Strong organizational skills, with the ability to manage multiple tasks and in a fast-paced environment.
- Demonstrated discretion in handling confidential information and sound judgment in varied situations.
- Proficient in basic computer operations, including word processing and spreadsheets (e.g., Microsoft Word, Excel).
- Ability to learn and navigate testing-specific software and technologies.
- Strong communication and interpersonal skills, with a balance of customer service and enforcement of testing security protocols.

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