

The University of Akron
Classification Specification

Job Title:	Testing Specialist	Job Code:	81051
Job Function:	Staff	Grade:	118
Job Family:	Bargaining Unit	FLSA:	Non-Exempt
SOC Description:	8000 Academic Services Division	Date:	7/17;2/5/14

Job Summary:

Oversee daily functions of testing services, including proctoring variety of exams for individuals and groups, interacting with examinees and other departments or institutions, and direct supervision of student workers as well as basic office management including accounting of department funds, such as incoming funds, invoices, and ordering office supplies as needed.

Essential Functions:

20% Knowledge of standardized testing procedures and proctoring of a wide variety of exams, including but not limited to: on-campus make up exams; accommodated on-campus exams; computer and paper/pencil correspondence exams; some language placement tests; prior learning assessments (e.g. CLEP, DSST, Nocti); admissions testing (e.g. Residual and National ACT; SAT; LSAT; Miller Analogies Test; GRE Subject Test); certification and professional exams (e.g. Castle Worldwide, MPRE, Prov, Inc.); psychological and vocational exams as requested by psychologist staff; miscellaneous group exams for campus and community.

20% Responsible for maintaining test security and integrity, and adhering to confidentiality standards including FERPA, and knowledge of and adherence to National College Testing Association standards and Certification. Includes authenticating identity of examinees, maintaining secure tests, overseeing video monitoring system, and reporting of academic integrity violations.

20% Customer service and office tasks, including scheduling appointments for exams, creating and updating customer database, communicating with various offices and faculty to receive, proctor, and return exams, and maintain organized records of completed exams and appointments. Perform routine office duties, including email and phone communications, copy/fax/scanning/printing, filing, maintaining testing and office supplies, and create and update public relations materials (e.g. brochures).

20% Daily database entry and management, reporting statistics regarding test volume, and program evaluation. Includes entering test score data into electronic student records. Manage requisitions, invoices, budget, and deposits for all testing services accounts.

10% Hire, train, and supervise undergraduate work study students and graduate assistants

10% Provide support to Assistant Director of Testing in managing testing programs.

Education:

Requires a relevant Bachelor's Degree.

Licenses/Certifications/Requirements:

Certifications to give vendor tests required within one month of employment, including but not limited to CLEP and Castle Worldwide.

Experience:

Requires a minimum of 2 years' experience with Internet based delivery systems and strong working knowledge of computers and skills with Microsoft Office suite required. Ability to troubleshoot computer based programs required. Ability to interact with people from diverse cultures and backgrounds, sensitivity to accessibility and disability issues required. Strong communication and conflict resolution skills required. Prior supervisory experience preferred. Familiarity with testing and assessment, work experience in an office with high security and confidentiality requirements preferred. Prior experience in testing/assessment center and/or proctoring national testing programs preferred.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

Working Conditions:

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.

Routine discomforts from exposure to moderate levels of heat, cold, moisture/wetness, noise and air pollution. May involve routine/occasional exposure to light chemical substances or hazards (radiation, chemicals, diseases, heights and moving parts).

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