
Auburn University Job Description

Job Title:	Coord, Testing Services	Job Family:	No Family
Job Code:	DA11	Grade 31:	\$31,300 - \$52,100
FLSA status:	Exempt		

Job Summary

Coordinates aspects of Biggio Center Testing Services to include related programs, services, and activities. Coordinates certification testing and academic testing services, as well as proctor certification exams, and general academic/placement assessments.

Essential Functions

1. Supervises the work of TES and Graduate Assistants; trains, coaches, develops and distributes work schedules and assignments. May assist Manager in hiring, training, and supervising of full-time staff.
2. Coordinates with the appropriate Test Center Team Leaders in regards to staffing to ensure the smooth flow of operations and assistance to students/faculty. Coordinates the operation of the testing area: receiving exams from the faculty, scheduling rooms, proctoring exams, maintaining testing security and student confidentiality.
3. Assists in the development, implementation, and monitoring of procedures, goals, objectives, and processes for the Testing Center such as testing center environment improvements and client satisfaction. Ensures that policies and procedures correlate with National Certification Testing procedures. Researches software needs and provides recommendations for upgrades.
4. Coordinates and has direct responsibility for projects or specific sets of tasks related to a function, program, or departmental unit including software improvements for test monitoring activities and continuous improvement initiatives related to testing.
5. Monitors and maintains budget; ensures expenditures are within specification and in line with spending projections.
6. Conducts research for an activity, program, or service and writes proposals/grants and reports; develops strategies to disseminate the information and research.

Supervisory Responsibility

May supervise employees but supervision is not the main focus of the job.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Education or Business.
Experience (yrs.)	2	Experience in a customer service role assuming multiple responsibilities. Experience communicating to various groups of people (both oral and written).

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Working knowledge of online test scheduling system.

Certification or Licensure Requirements

Once employed, must pass yearly certification exams for Prometric and Pearson Vue to proctor exams.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires standing, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/30/2017
