

JOB INFORMATION

Job Code	DA10
Job Description Title	Asst, Testing Services
Pay Grade	AA02
Range Minimum	\$29,120
33rd %	\$32,510
Range Midpoint	\$34,210
67th %	\$35,910
Range Maximum	\$39,310
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	1/14/2021

JOB FAMILY AND FUNCTION

Job Family:	Academic Services & Administration
Job Function:	Academic Programs

JOB SUMMARY

The Testing Services Assistant ensures the efficient and effective operations of the Biggio Center Testing Services and other university testing centers by proctoring various test administrations for the duration of the test.

RESPONSIBILITIES

- Assists test-takers for the duration of the testing process to include check-in, computer start up, and assisting with any problems which may arise during the exam.
- Serves as a certified testing administrator adhering to all proctoring requirements. Addresses academic dishonesty and procedural incidents that occur and involves peers, as warranted. Contacts vendor support representatives to resolve technical issues.
- Assists with the implementation of test security protocols at all locations, establishes and maintains test files, and assists in the preparation of databases and records.
- Maintains familiarity with databases and testing software used by the university. Maintains confidentiality of all client information.
- May provide administrative support functions such as test registration activities, copying, running reports, faxing, and mail distribution.
- Performs front desk reception responsibilities to include answering and directing phone calls, scheduling appointments, appointment reminder calls, receiving required documentation from testers checking in for an exam, accepting deliveries, directing customer service, and checking out testers.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School	High School Diploma or equivalent	And	2 years of	Experience in administrative support, customer service, and/or academic or commercial testing in a business setting.	

Substitutions Allowed for Experience: Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Working knowledge Windows 10 or Excel, intermediate computer skills, and various communication applications (SLACK, Outlook, or Asana).

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired	
	Once employed, positions supporting Prometric and Pearson Vue vendor services must pass yearly certification exams in order to proctor exams.	Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category: Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.