

Classification Description



Job Title: Test Proctor

Pay Grade: 103

Job Code: 3731

FLSA Status: Non-exempt

Job Purpose

This is a responsible position providing assistance with the administration and proctoring for on-campus, and/or remote testing, to include placement, make-up, and adaptive testing.

General Responsibilities

Essential Functions

This position helps set the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

Facilitates proctoring for on campus placement, make-up, and adaptive testing, high school placement testing, and/or remote placement testing during normal working schedules and during peak or extended hours as well. Peak and extended hours may be required during weekend until early evening and weekends (Saturday) in the morning.

Becomes familiar with video/audio conferencing software to monitor remote students.

Manages incoming proctored testing requests, sends confirmation emails, flags issues, and manages incoming/outgoing tests.

Assists with the administration and proctoring for Testing Services, monitoring students during testing to ensure a secure testing environment. Documents testing misconduct and notifies supervisor in the instance of a breach in test security.

Monitors testing irregularities and communicates with appropriate faculty and FSW Testing staff regarding issues.

Maintains privacy of exam information, including passwords. Assists with the protection of secure and confidential testing materials. Understands testing procedures for each exam and adheres to quality and security measures. Completes required test proctor certifications as needed.

Understands and abides by FERPA regulations.

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Participates in professional development and training sessions as recommended.

Assists in the preparation/shutdown of the Testing Center labs. Controls admittance to and from the testing labs. Checks in and verifies identification of examinees. Assists in clarifying test instructions for examinees.

Communicates with Testing Staff and/or Technical Support to investigate and fix technical issues.

Takes ownership of all procedures and identifies areas of improvement.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education. Appropriate combination of education and experience may be substituted.

Proficient in the operation and use of Windows based computers, including common software and internet-based programs.

Maintains the ability to work a flexible schedule that includes evenings and weekends.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.

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- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 21, 2017. Revised: May 20, 2021, July 1, 2023, and July 13, 2023.