

Classification Description

Job Title: Test Proctor, Outreach

Pay Grade: 103

Job Code: 3998

FLSA Status: Non-exempt

Job Purpose

This position is responsible for providing current and prospective students with well-timed communication about testing status, and advising on testing options to assist in the enrollment process. It will also support the administration and proctoring of on-campus and remote testing. This position helps set the tone for a student-centered and high-performance culture that emphasizes excellence in customer service, high productivity and quality standards.

General Responsibilities

Essential Functions

Monitors and communicates with admitted Dual Enrollment (DE) students to satisfy the testing requirements.

Communicates proactively and advises students who are admitted and need to complete the testing requirement about testing options.

Continues communication with DE students who are registered for classes and have not achieved College level scores in all areas ahead of reaching the maximum allowed credit hours.

Communicates with high school counselors regarding students who need test scores.

Proctors on-campus and remote placement exams, as well as make-up/adaptive tests. Provide support to students during the testing process.

Maintains the physical security of testing materials and the lab at all times by certifying examinee identity and controlling traffic to/from Testing Services labs.

Supports administration of proctored testing requests by handling incoming/outgoing exams, identifying issues and sending email communications.

Identifies and documents testing irregularities and notifies supervisor of misconduct or if test security is breached.

Understands and abides by FERPA regulations to maintain confidentiality and privacy of student/exam information.

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Adheres to testing procedures for each exam given by Testing Services and complete certifications as needed.

Participates in professional development and training, as necessary.

Assists in beginning-of-day and end-of-day procedures of Testing Services labs.

Troubleshoots, reports and fixes (if possible) technical issues with Testing Services or Information Technology staff as needed.

Takes ownership of all procedures and identify 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 safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High school graduate (or GED).

Proficiency in the operation of Personal Computers, Microsoft Windows operating system and Microsoft Office suite.

Proficiency in the operation of Internet browsers.

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.

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- Work with a variety of constituencies and be willing to contribute to a team effort.
- 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: January 5, 2022, July 1, 2023.