



Classification Description

Job Title: Student Services and Testing
Representative

Pay Grade: 105

Job Code: 3595

FLSA Status: Non-Exempt

Job Purpose

This is responsible work supporting and facilitating the College's Testing Center and Student Services functions at a College campus or center. Work involves maintaining and adhering to testing guidelines as established and administered by the College's Testing Center. This position also provides departmental support and assistance to students in such areas as, but not limited to, admissions and registration at a College campus or center. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Responds to student inquiries and questions accurately, timely, and professionally. Regularly interacts with students in person, via email, phone, videoconferences, and chat directing students appropriately.

Provides technical work in maintaining the testing program administered by the College's Testing Center. Facilitates College placement testing, as well as other specialized testing.

Loads accurate and timely placement scores and appropriate testing codes into student records in the Banner system.

Ensures guidelines set forth for College placement testing are strictly followed.

In collaboration with the appropriate departments, facilitates adaptive and make-up testing when needed.

Follows established guidelines and performs necessary steps to ensure test security is in compliance with test manufacturers' requests.

Supports personnel who provide proctoring for FSW Online and other institutions.

Ensures test materials and passwords are secured and only accessible to the appropriate staff.

Inputs testing data into student records in the Banner system accurately and timely.

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Provides accurate and timely testing numbers on a monthly basis for statistical data reporting.

Readily available to provide pleasant and professional service to students and others seeking information regarding the College's admissions, registration and enrollment processes.

Guides students through the enrollment process by providing accurate information regarding admissions and registration procedures consistent with College policy and applicable state guidelines.

Understands the policies and procedures related to the services performed by the Offices of the Registrar and Admissions; seeks opportunities to enhance a student's experience and proactively address needs; knows when to collaborate with others to ensure appropriate support and assistance is provided.

Reviews, processes, scans and indexes student records to include admissions applications, transcripts, residency, registration documents, student data change forms, petitions, and other student records or departmental correspondence.

Verifies and enforces residency guidelines designated by state requirements; time stamps, codes and enters applications into the database.

Attempts to resolve student problems before referring or sending them to the appropriate supervisor.

Performs basic troubleshooting related to admissions and enrollment issues and collaborates with supervisor to ensure appropriate resolution, as necessary. Participates in outbound communication campaigns to engage and follow-up with prospective and current students to determine level of interest and provide guidance on applicant next steps.

May also be required to work special admissions and registration events to support students.

Ensures the integrity, privacy, security, and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other state and federal regulations, and College records and archival policies.

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.

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Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

One (1) year of full-time or two (2) years part-time professional work experience in the area of student services or related area at an institution of higher education. Appropriate combination of education and experience may be substituted.

Knowledge of office procedures to include, but not limited to, answering telephones, scheduling appointments, and maintaining files.

Ability to comply with confidentiality requirements as outlined in the Family Educational Rights and Privacy Act (FERPA).

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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.
- Possess a working knowledge of operational and fiscal analysis techniques.
- 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.
- 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.

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- 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: March 24, 2015. Revised: November 22, 2022, July 1, 2022.