



Classification Description

Job Title: Senior Coordinator, Testing Services

Pay Grade: 111

Job Code: 3951

FLSA Status: Exempt

Job Purpose

The Senior Coordinator, Testing Services, performs advanced technical and professional work in support of all programs within Testing Services and provides leadership in the general day-to-day processes of Testing Services College-wide. The Senior Coordinator, Testing Services, implements Testing Services objectives and practices in order to provide a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards. This position is cross-trained in all areas within Testing Services and is expected to flex between areas as needed. Work requires extensive knowledge and close adherence to College Operating Procedures and applicable Federal and State laws.

General Responsibilities

Essential Functions

Maintains the integrity of the testing program administered by Testing Services, remaining in compliance with FERPA regulations, Florida statutes, and National College Testing Association (NCTA) guidelines.

Coordinates the daily operations of College-wide testing which includes Adaptive, certification, credit-granting, entrance/exit, make-up, placement, other institution exams, and remote testing, providing a stream-lined process for electronic/paper exam delivery.

Certifies and maintains certifications as required by test vendors.

Oversees the data entry processes and develops the technical aspects for documenting student eligibility for College placement testing, including the review of state placement test scores, ACT®/SAT® test scores, and College transcripts for required testing and/or testing-exemption consideration, updating the cloud-based test rosters for on-campus/remote placement testing and appropriate Banner fields with required information.

Oversees the coordination and development of technical aspects for the Dual Enrollment (DE) offsite placement testing with high school counselors from the five-county area including counselor communications, scheduling test dates, creating/finalizing/distributing student rosters and vouchers, launching exams, troubleshooting technical issues during scheduled testing, and creating/distributing test score reports. All processes are submitted via secure electronic means. This position may involve onsite testing at high schools.

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Provides oversight/guidance in the training/cross-training of Testing Specialists and facilitates training for the regular part-time Test Proctor(s) and OPS temp Test Proctor(s) on the Lee Campus.

Provides oversight/direct support of the auto-generated reports, ensuring the daily review, evaluation, processing, and email communications are completed to expedite the release of testing holds/error corrections.

Provides oversight/direct support to ensure that all automated test score processes are successfully performed for the daily test administrations, performing matching processes or manually loading scores that are unable to be loaded via automated processes.

Tracks College-wide and individual campus assessment data by exam and for other essential statistical data.

Provides oversight to all Testing Services department email accounts.

Develops training agendas for regularly scheduled Testing Services meetings.

Oversees the autoloading process of downloading the Florida Teacher Certification Examinations (FTCE) test scores.

Establishes a system of test security standards in compliance with test manufacturers' guidelines.

Maintains complete accuracy when inputting data into student records.

Assists in all aspects of Testing Services, as required.

Manages affairs of Testing Services in Director's absence, as assigned.

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

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

Two (2) years of full-time related professional work experience. Appropriate combination of education and experience may be substituted.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties, local high schools, and other locations for College business.

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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.
- Make presentations in front of various group sizes.
- 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.
- 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.

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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: May 21, 2021. Revised: July 1, 2023.