



Classification Description

Job Title: Testing Specialist II

Pay Grade: 107

Job Code: 3946

FLSA Status: Non-Exempt

Job Purpose

The Testing Specialist II position provides leadership in the technical work of maintaining the testing program administered in support of all programs within Testing Services and provides guidance in the general day-to-day processes of Testing Services College-wide. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards. The Testing Specialist II 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 Testing Statutes, and National College Testing Association (NCTA) guidelines.

Administers College-wide testing which includes Adaptive, certification, credit-granting, entrance/exit, make-up, placement, other institution exams, and remote testing, providing a streamlined process for administering electronic/paper exam delivery.

Certifies and maintains certifications as required by test vendors.

Determines student eligibility for College placement testing, including the review of state placement test scores, standardized test scores, and articulated College transcripts for testing requirement and/or testing-exemption consideration, updating the test rosters for on-campus/remote placement testing and appropriate Banner fields with required information.

Coordinates Dual Enrollment offsite placement testing with high school counselors from the five-county area including 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.

Conducts the training/cross-training of Testing Specialist I staff, part-time regular Test Proctor(s), and OPS Temp Test Proctor(s).

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

Provides 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.

Provides testing numbers to the Senior Coordinator, Testing Services on a monthly basis for statistical data reporting.

Maintains the College-wide correspondence received through Testing Services department email accounts.

Performs the weekly auto-load process of downloading the Florida Teacher Certification Examinations (FTCE) test scores.

Adheres to test security standards in compliance with test manufacturers' guidelines.

Maintains complete accuracy when inputting data into student records.

Performs various clerical duties such as answering the telephone, handling walk-in inquiries, and performing data entry.

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 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.

Three (3) years of full-time related professional work experience to include one (1) year of full-time work as a Testing Specialist I at FSW. Appropriate combination of education and experience may be substituted.

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

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Intermediate level data entry skills of entering, retrieving, editing, storing and verifying data.

Knowledge of office procedures to include answering telephones, scheduling appointments, and maintaining files, etc.

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.

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- 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: May 21, 2021. Revised: July 1, 2023, and November 1, 2024.