

## Classification Description

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**Job Title:** Testing Specialist III

**Pay Grade:** 109

**Job Code:** 4737

**FLSA Status:** Exempt

### **Job Purpose**

The Testing Specialist III is a senior role within FSW's Testing Services that provides expert leadership in the planning, coordination, and continuous improvement of the College-wide testing program. This position advances testing practices by integrating innovative solutions, ensuring compliance with federal and state regulations, and enhancing test security and data integrity. The Testing Specialist III is cross-trained in all areas within Testing Services and is expected to flex between areas as needed. The role also serves as a subject matter expert and mentor for Testing Specialist I and II's, fostering a culture of excellence, accountability, and student-centered service.

### **General Responsibilities**

#### **Essential Functions**

Leads the strategic management and enhancement of the testing program across all testing services, ensuring adherence to FERPA, Florida state testing statutes, National College Testing Association (NCTA) guidelines, and industry standards.

Oversees and refines the administration of diverse testing types including adaptive, certification, credit-granting, placement, make-up, and remote examinations by developing and implementing streamlined processes.

Certifies and maintains certifications as required by test vendors.

Mentors and supervises Testing Specialist I and II staff, providing advanced training and fostering professional development and cross-training initiatives.

Evaluates student eligibility for College placement by reviewing state and standardized test scores along with College transcripts, then updates testing rosters and Banner records accordingly.

Coordinates offsite Dual Enrollment testing with high school counselors across five counties. This includes scheduling dates, finalizing rosters and vouchers, launching exams, troubleshooting technical issues, and securely distributing score reports.

Collaborates with internal departments and external partners to implement innovative testing technologies and best practices.

Monitors, analyzes, and reports testing data to drive continuous improvement and inform strategic decision-making at the departmental level.

### TESTING SPECIALIST III

Troubleshoots and resolves complex technical issues during exam administrations and ensure that all processes meet established quality and security standards.

Serves as the primary liaison with test vendors, regulatory bodies, and accreditation agencies, managing vendor relationships and certifications as required.

Leads process improvement projects, including the review of automated reporting systems and manual data processes, to enhance operational efficiency.

Assumes additional leadership responsibilities as assigned, including representing Testing Services in high-level meetings and projects.

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.

Performs various clerical duties such as answering the telephone, handling walk-in inquiries, performing data entry, and processing service requests via the TDNext ticket system. Also maintains 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.

Assists in all aspects of Testing Services as required.

Manages operations of Testing Services in absence of Senior Coordinator or Director, Testing Services, 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.

## TESTING SPECIALIST III

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

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

Five (5) years of full-time professional work experience in testing services, including at least two (2) years in a role equivalent to Testing Specialist II or in a supervisory capacity. An 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).

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

Proven expertise in managing comprehensive testing programs, including advanced knowledge of testing regulations, data management, and test security protocols.

Strong proficiency in using personal computers, MS Office, and specialized testing software, with the ability to quickly adapt to new technologies.

Demonstrated ability to:

- Have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exceptional problem-solving, critical thinking, and communication skills, with demonstrated ability to lead teams and collaborate effectively across diverse populations.
- 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.

**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 2, 2025.