

Classification Description



Job Title: Test Proctor

Pay Grade: 103

Job Code: 3731

FLSA Status: Non-exempt

Job Purpose

The Test Proctor is an in-person, on-campus position responsible for supporting the administration and proctoring of both on-campus and remote-from-home testing, including placement, make-up, and adaptive assessments. While some students may complete their exams remotely, all proctoring duties for this role are performed on campus. This position helps set the tone for a student-centered, high-performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Facilitates in-person, on-campus proctoring for placement, graduation-related, make-up, adaptive, and high school placement testing, as well as for students testing remotely from home. All proctoring duties are performed on campus during regular work schedules and, as needed, during peak or extended hours. Peak and extended hours may include weekday early evenings and Saturday mornings.

Utilizes video/audio conferencing software from FSW's on-campus Testing Center to monitor students testing remotely from home.

Manages incoming proctored testing requests, sends confirmation emails, flags issues, and manages incoming/outgoing tests.

Assists with the administration and proctoring for Testing Services, monitoring students during testing to ensure a secure testing environment. Documents testing misconduct and notifies supervisor in the instance of a breach in test security.

Identifies and reports testing irregularities, communicating with appropriate faculty and FSW Testing staff to resolve issues.

Maintains strict confidentiality of exam information, including passwords, and safeguards secure testing materials. Understands and follows testing procedures for each exam, adhering to all quality and security measures. Completes required test proctor certifications, as needed.

TEST PROCTOR

Understands and abides by FERPA regulations.

Participates in professional development and training sessions as recommended.

Prepares and closes the Testing Center labs, controls admittance, verifies examinee identification, and assists in clarifying test instructions.

Communicates with Testing Services staff and/or Technical Support to investigate and fix technical issues.

Takes ownership of all procedures and identifies 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 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. An appropriate combination of education and experience may be substituted.

Proficient in the operation and use of Windows-based computers, including common software and internet-based programs.

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.

TEST PROCTOR

- 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: July 21, 2017. Revised: May 20, 2021, July 1, 2023, July 13, 2023, May 2, 2025, and September 2, 2025.