



## Classification Description

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**Job Title:** Manager, Testing Services

**Pay Grade:** 112

**Job Code:** 4767

**FLSA Status:** Exempt

### **Job Purpose**

The Manager, Testing Services, administers daily operations, technical systems, programs, and staff of Testing Services to ensure secure, compliant, student-centered assessment delivery across all campuses and locations. The Manager provides student-centered, high-performance leadership for service excellence, data accuracy, process efficiency, and strategic collaboration with academic units, community partners, and vendor providers. This position is cross-trained in all areas within Testing Services and is expected to flex between areas as needed. The position requires extensive knowledge and close adherence to College Operating Procedures and applicable federal and state laws.

### **General Responsibilities**

#### **Essential Functions**

Oversees College-wide testing operations including placement, adaptive, certification, credit-granting, entrance/exit, make-up, remote, and offsite testing.

Ensures compliance with FERPA, applicable state and federal laws, and test vendor/NCTA security and administration guidelines.

Maintains and optimizes test delivery systems, data integrations, and automated score processes to ensure accurate student records and timely release of results.

Develops, implements, and enforces Testing Services policies, procedures, and security standards.

Builds and maintains relationships with internal stakeholders, K–12 partners, third-party vendors, and community organizations to support testing programs and dual-enrollment processes.

Collects, analyzes, and reports operational and assessment data, Key Performance Indicators (KPIs), and outcomes to institutional leadership.

Leads planning and execution of training, staff schedules, and contingency plans for high-volume administrations and special events.

Represents Testing Services in College committees, cross-functional initiatives, and crisis or rapid response situations, as needed.

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Becomes proficient in all testing platforms, lab hardware, proctoring tools, and supporting software; troubleshoot and resolve technical issues during live administration.

Manages scheduling, rostering, voucher distribution, and logistics for on-campus and offsite testing, coordinate with high school counselors and external sites for Dual Enrollment testing.

Supervises and supports the enrollment of tests into student records, performs manual score loading when automated processes fail, and validates data integrity across systems.

Oversees daily automated reports, hold/error resolution workflows, and communications to expedite student registration and score release.

Develops and delivers training curricula, cross-training, and standard operating procedures for Testing Specialists, Proctors, and temporary staff.

Designs and maintains test security protocols, physical and digital safeguards, and audit trails to protect exam integrity.

Plans and manages space, equipment maintenance, inventory, and procurement for testing centers; ensures a clean, safe, and accessible testing environment.

Produces scheduled and ad hoc reports on test usage, demographic trends, operational performance, and program outcomes for the Director and senior leadership.

Maintains all vendor-required testing certifications.

Oversees data entry and technical documentation of student placement eligibility by reviewing state placement, ACT®/SAT®, and transcript scores, and updating cloud rosters and Banner fields.

Manages offsite DE testing with high school counselors, including communications, scheduling, roster and voucher preparation, exam launches and troubleshooting, secure score reporting, and occasional onsite testing.

Reviews and processes daily auto-generated reports, resolves errors, and manages email communications to clear testing holds.

Ensures daily automated score workflows complete successfully; performs matching or manually loads scores when automation fails.

Oversees the downloading and importing of Florida Teacher Certification Examinations scores.

Ensures complete accuracy when entering data into student records.

Assists in all aspects of Testing Services, as required.

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

Recruits, schedules, supervises, mentors, and evaluates direct reports including Coordinators, Testing Specialists, Proctors, and student staff.

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Assigns duties, manages performance, provides regular feedback, and creates professional development plans that align staff competence with operational needs.

Leads team meetings, creates training agendas, and maintains open lines of communication to foster a collaborative, student-focused culture.

Coordinates with other managers and departments to allocate resources, escalate staffing needs, and support peak-period operations.

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 to determine if she/he can 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.

Four (4) years of related experience in testing services coordination, assessment administration, or higher education operations. An appropriate combination of education and experience may be substituted.

Demonstrated supervisory or team-lead experience.

Excellent organizational, analytical, and problem-solving skills with attention to data accuracy and process controls.

Strong oral and written communication skills and demonstrated ability to collaborate with diverse constituencies.

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

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.

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- 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: October 31, 2025.