



Classification Description

Job Title: Director, Testing Services

Pay Grade: 118

Job Code: 3075

FLSA Status: Exempt

Job Purpose

The Director of Testing Services is responsible for providing overall direction and supervision of Testing Services. As acting Institutional Test Administrator (ITA), the responsibilities include overseeing the daily operations of the College-wide testing program as well as maintaining accuracy and consistency in the delivery of Testing Services.

General Responsibilities

Essential Functions

This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

Ensures the integrity of the testing program administered by Testing Services remains in compliance with FERPA regulations and Florida State Rule 6A-10.0315.

Assumes responsibilities of the state (ITA) designation, overseeing the daily operations of College-wide testing which includes Adaptive, certification, credit-granting, entrance/exit, make-up, placement, and other institution exams.

Provides College-wide leadership and direction in the selection, hiring, supervision and evaluation of Testing Services staff.

Develops Testing Services policies and procedures to support quality, effectiveness and student success, achieving consistency of guidelines College-wide.

Ensures that established testing policies and procedures are appropriately accessible to students, staff, faculty, the community, and testing personnel.

Directs the completion of student assessment information as required by the Southern Association of Colleges and Schools (SACS).

Acts as liaison among testing staff for all campuses within the College.

Manages the departmental budget and monitors expenditures to maximize utilization of available resources.

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Ensures all related financial, payroll, and Human Resources documentation and paperwork are completed and accurately submitted in a timely manner.

Develops, implements, monitors, and finalizes Institutional Effectiveness Plans on an annual basis.

Oversees the compilation of testing data and completes accountability reports and project summaries.

Coordinates the College-wide testing program and calendar to ensure compliance with State and national testing deadlines and conditions.

Implements necessary reporting structures to ensure that Testing Services provides a systematic flow of student enrollment.

Initiates improvements in processes as new technologies become available and resources allow.

Holds regular staff meetings to ensure open communication and compliance with College operating procedures and applicable regulations.

Attends and participates in appropriate College committee meetings. Serves on committees or special task force teams as requested by supervisor. Participates in state and national testing organizations.

Communicates testing rules/processes through the appropriate chain of command.

Provides College-wide departmental training to ensure testing policies are maintained.

Manages the College web pages as they relate to Testing Services, ensuring accuracy and relevancy.

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.

Four (4) years of progressively responsible full-time professional experience in higher education testing, assessment, or a related field of which two (2) years are in a supervisory role.

Demonstrated experience using a personal computer, MS Office suite and Cloud-based software.

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The ability to use appropriate job-specific technology, as required.

Broad knowledge of current and emerging instructional technologies.

Knowledge of the use of technology to support educational services.

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

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: August 26, 2011. Revised: April 30, 2012, July 1, 2014, and May 20, 2021.

Revised: July 1, 2023.