



Position Title:	Student Services Assistant I - Testing	
Reports To:	Director of Testing	
Department:	Testing Department	Job Code: 4601
Prepared By/Date:	Donna French/04-28-2011	Job Group: SNE
Approved By/Date:	Julio Fernandez de Cueto/05-03-2011	Salary Grade: 9
Revised:		FLSA Status: Non-Exempt

Summary:

This position is responsible for assisting with the day-to-day operation of the Testing Department; to include, assisting with Student and Supervisor Feedback processes, administration of examinations, administration of surveys conducted by Institutional Research, and handling problems not resolved at initial customer contact.

Essential Duties and Responsibilities:

- Administers placement exams; such as, CPT (ACCUPLACER), PERT, ACT-ESL, TABE
- Administers other tests; such as, CLEP, Virtual College, exams to students from ACESS Services, Distance Education Exams, CASAS, Childcare Exams, and other exams as necessary
- Serves as back-up to the student check-in process
- Inputs student scores in Odyssey, for guiding students on College entrance requirements, exam score explanations and directing students to the appropriate Student Services office as needed
- Prepares payroll, requisitions, and purchasing items
- Assists in supervising and training part-time staff
- Assists in ensuring the Testing Labs meet the requirements of new testing software or updates implemented by the Department
- Attends certification workshops and trainings
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Excellent communication and customer service skills
- Excellent Computer keyboarding skills
- Knowledge of Microsoft Office software applications
- Knowledge of College Organization: Admissions, registration, testing, and advisement
- Knowledge of College policy, procedure, and rules
- Ability to read and interpret documents such as testing administration instructions, and survey instructions
- Ability to follow testing protocols
- Ability to adhere to College-wide and departmental deadlines
- Ability to speak effectively before groups of students, employees, or other customers of the college
- Ability to solve practical problems and deal with a variety of situations
- Ability to maintain effective interpersonal relations with students, faculty, staff and administration
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is frequently required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associates of Arts degree in related field from two-year College and two (2) years of experience in responsible related clerical work preferably in a large office environment; or equivalent combination of experience and education

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name