



Position Title: Part-Time Paraprofessional Technical – FBAT

Job Code: 8219

Reports To: Program Leader

Grade: CT

FLSA: Non-Exempt

Job Description:

The Florida Basic Abilities Test (FBAT) Part-Time Paraprofessional will be responsible for the smooth operation of the F-Bat Office by providing customer service to FBAT satellite test centers, examinees and other entities as needed. The Para-professional will serve as a liaison between the FBAT Department, FBAT test centers and outside agencies such as the Florida Department of Law Enforcement, Florida Department of Corrections and other law enforcement agencies. Incumbent must be able to represent the FBAT department in a positive, professional and enthusiastic manner at all times.

Duties & Responsibilities:

- Answers, screens and routes incoming telephone calls to appropriate departmental personnel, and responds to examinees' inquiries on testing procedures and information; explains testing requirements to candidates
- Registers examinees for tests by entering the data from registration forms, while conducting additional data entry of examinees; information may be obtained via telephone, electronic format and/or face-to-face interaction
- Schedules test applicants for agencies and testing centers throughout the State of Florida; continuously retrieves and returns phone mail messages and maintains daily log of these
- Responds to inquiries/issues from FBAT satellite test sites, and trouble-shoots technical problems that may occur in-house or at FBAT satellite test sites
- Assists examinees and staff with testing problems and coordinates with remote testing locations and out of town examinees to set up remote testing
- Serves as a test proctor when necessary, prepares weekly materials for examinee's orientation, attends weekly orientation when necessary and prepares materials and documents for FBAT special activities, job fairs, site visits, marketing visits, etc.
- Prepares outgoing correspondence, assists with the preparation of examinees' study guides and maintains accountability of study guides and disseminates as necessary
- Serves as record custodian for all applicant related information, distributes and accounts for all other incoming and outgoing test materials
- Serves as an assistant to the Program Manager and Program Leader
- Prepares and/or revises contracts for services with outside agencies under the direction of the Program Manager
- Assists in the development of test administration procedures and other department standard operating procedures
- Performs general clerical tasks such as faxing, photocopying, collating, typing, filing etc.
- Performs other duties as assigned

Essential Personnel:

Non-essential

Minimum Requirements:

- High School or GED Education and two (2) years of clerical experience.

- Excellent interpersonal and customer service skills
- Excellent written and verbal communication
- Excellent organizing and planning skills with attention to detail
- Excellent general office skills, i.e., accurate data entry, proper use of office equipment
- Proficiency in Microsoft Office applications, i.e., Word, Excel, PowerPoint
- Must be able to work up to 30 hours per week
- Must be able to work independently and on team projects
- Must be able to follow directions
- Must be able to work in a fast-paced environment and meet deadlines
- This function/position has been designated as Essential. This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover and continue operations at the College

ACKNOWLEDGEMENT

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

Signature

Date

Printed Name