

Position:	Testing Technician II	Position Control:	
Department:	Student Services	Position Class:	Student Support Non-Classroom
Gives Direction:	--	Unit:	Classified
Direct Supervisor:	Testing Coordinator/ Assessment Specialist	Salary Range:	15
Next Level Supervisor:	--	Hours per week:	40
Educ. Admin.:	VP, Student Services	Months per year:	12
Date Established:		FLSA Exemption Status	Non-Exempt

DEFINITION

Under general supervision, performs a variety of assessment and clerical duties involved with the administration, scoring and recording of diagnostic, academic and placement tests used by the District and perform related work as required.

CLASS CHARACTERISTICS

Employees in this class perform specialized and routine test administration and clerical support for the Testing Center.

REPRESENTATIVE DUTIES

The following duties are typical of those performed by employees in the classification, however, employees may perform other related duties not listed and not all duties listed are necessarily performed by each employee.

Administer students' college placement and diagnostic tests.

Maintain order during administration of tests and ensures security of testing materials.

Register examinees for tests; prepares test materials and mails informational packets to examinees.

Score tests by machine and/or by hand as appropriate.

Enter test results into computer database; maintains computer and written records of test use and scores.

Complete reports required for District and testing agencies in accordance with policies and procedures.

Maintain test score confidentiality.

Proctor all exams provided by the Testing Center.

Oversee test score distribution for District, high schools, and students.

REPRESENTATIVE DUTIES, continued

Respond professionally to inquiries from students and the public by phone, email or regular mail and in person.

Order and maintain inventory of testing materials.

Perform administrative and clerical duties.

Assist in the overall operation of the Testing Center.

Provide departmental participation in Student Success and Support program such as scheduling placement/assessment appointments, and refers students to the next step to become enrolled at Taft College.

Work with third party testing agencies to ensure proper test delivery.

Update and maintain the SARS grid.

Work closely with Taft College faculty to assure proper testing procedures.

Operate all testing functions of the Testing Center in the absence of the Coordinator.

Communicate effectively with staff and students.

Assist with the coordination of staff and student worker schedules and training.

Operate a variety of office equipment including copier, scanner, fax machine, computer and software.

Assist Coordinator in maintenance of departmental budget and fiscal matters, including maintenance of records, preparation of financial reports and purchase orders.

Provide general confidential administrative support to Coordinator.

Perform related duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Education and Experience

Associate Degree or equivalent and one year experience utilizing computers in an office setting. Possess the sensitivity to and understanding of the various academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

Desirable Qualification

Bilingual (English/Spanish)

Personal

Ability and desire to work cordially and effectively with students, staff, faculty, and the general public.

Show initiative, poise, good judgment, and tact.

Oriented in customer service.

Maintain confidentiality.

Detail oriented.

Dependable in attendance and punctuality.

Flexible in assuming other assignments as the need arises.

Knowledge of

Effective methods of working with the public.

Effective written and oral skills.

Computer applications such as Word, Excel, e-mail and internet browsers.

Basic filing methods.

Correct English usage, grammar, spelling, punctuation and vocabulary.

General secretarial skills and techniques.

Organizational and prioritization skills.

Accurate recordkeeping operations and guidelines.

Math procedures for computation purposes.

Modern office practices, procedures, and equipment.

Recordkeeping techniques.

Interpersonal skills using tact, patience, and courtesy.

Ability to

Perform clerical duties.

Provide information in a clear and understandable manner.

Work independently and as a member of a team.

Provide good customer service.

Learn office policies, rules and practices.

Understand and follow oral and written directions.

Meet schedules and timelines.

Maintain records and prepare accurate reports.

Maintain confidentiality.

Communicate effectively both orally and in writing.

Establish and maintain cordial, cooperative, and effective working relationships with others.

Learn District processes, procedures, rules, laws and regulations.

Learn District programs and services offered to students.

Read and interpret and maintain currency of knowledge of applicable state and federal laws, rules and regulations.

Be efficient and well organized.

Enter and retrieve computer information accurately.

Keep files current, accurate and in order.
Comply with requested data and reports.

WORKING CONDITIONS

Assignments are typically 40 hours per week and 12 months per year. May require over-time or evening hours throughout the year. Work is generally performed indoors but may involve traveling to district or county offices to complete assignments or for research, workshops, training or meetings.

Physical Requirements

1. Vision sufficient to read documents and computer terminal displays.
2. Speech and hearing to communicate in person or by telephone.
3. Manual dexterity sufficient to use a variety of office equipment, computer keyboards and to handle paper.
4. Sit for long periods of time.
5. Stand for long periods of time.
6. Ability to lift and carry 25 pounds such as paper and reports.
7. Ability to bend and reach to retrieve and file supplies, equipment and documents.

Reasonable accommodations will be made for candidates and employees with physical disabilities.

ENVIRONMENT

Community college campus serving a diverse student population with an emphasis on student success. Work is primarily performed in a busy office environment serving students, staff, and the public.

SUPERVISION

Supervision is received from the Testing Coordinator/Assessment Specialist and Vice President of Student Services. Direction provided by individual faculty members as assigned. This position has no supervisory responsibilities. May take or give work direction or assistance on projects as assigned.