State College of Florida, Manatee-Sarasota
Job Description

Job Title: Testing Technician
Reports to: Director, Career Resource Center and Assessment/Testing Centers
LSA Status: Non-Exempt
Level: 115
Position Class: C9907

Job Summary:
Using strong interpersonal skills, this position handles all daily activities in the Assessment/Testing Center, administers testing services to a diverse population and provides administrative support to the Director, Career Resource Center and Assessment/Testing Centers. Excellent reading comprehension and communication skills are essential in this highly interactive and constantly changing environment. This position is housed on the Bradenton campus and will service other locations as needed. Evenings and some weekend work hours are required.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Schedules and administers tests and career assessments in a customer-focused environment.

2. Maintains security and confidentiality in the Assessment/Testing Center by adhering to standardized rules of test procedures as accepted by the National College Testing Association and the Florida Association of College Test Administrators.

3. In collaboration with the Director, Career Resource Center and Assessment/Testing Centers this position produces and maintains a current Assessment/Testing Center procedures manual. Reviews, evaluates and updates testing policies and procedures as needed.

4. Maintains up-to-date Assessment/Testing Center records, documents, information sheets and reports, including both electronic and hard copy versions.

5. Presents placement test results to students and provides them with a current referral sheet with cut-off scores and class flow charts. Explains the next step in the process to all students upon completion of their tests.
6. Provides career assessment reports to faculty and students in support of the SCF career classes.

7. Assists students with registration for their new student orientation.

8. Maintains all Assessment/Testing Center supplies.

9. Uses, manages, and maintains various office and testing software programs such as; MS Word, Excel, online tracking and calendar databases as well as countless testing software programs.

10. Coordinates and administers a full array of testing services, including but not limited to the following: proctored academic tests, career assessments, placement tests, TEAS and CLEP tests to a variety of students.

11. Resolves all test administration problems and provides excellent customer service.

12. Creates and maintains a web-based testing calendar for testing appointments. Maintains an up-to-date website and the test monitoring systems.

13. Acts as liaison to SCF programs to administer tests according to their specific needs and deadlines.

14. Collaborates with the Assessment/Testing Center team to oversee daily management of the testing centers. Collaborates with the Director, Career Resource Center and Assessment/Testing Centers in the selection and training of testing center staff.

15. Maintains competence in testing issues through professional development activities such as, training courses, workshops, conferences and online resources.

16. Performs other duties as assigned by the Director, Career Resource Center and Assessment/Testing Centers.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  High school diploma or general education degree (GED) and three or more years of related clerical experience. Experience in higher education assessment/testing is preferred.

- **Supervisory Experience:**
  None required.

- **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability
to read, understand and explain detailed testing information is essential. Ability to communicate effectively with our Spanish speaking population preferred.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  To perform this job successfully, an individual should have knowledge of various testing software, database, word processing, spreadsheets, email, and Internet software. Proficiency with current College software is preferred. The ability to troubleshoot computer hardware and software problems is helpful.

- **Certificates and Licenses:**
  No certification is needed.

**Responsibility for People and Property:**
This position monitors the office budget under the direction of the Director, Career Resource Center and Assessment/Testing Centers.

**Responsibility for Communication:**
- **Internal Contacts:**
  This position has routine contact with State College of Florida, Manatee-Sarasota students, staff, and faculty.

- **External Contacts:**
  This position has frequent contact with the general public, vendors, and other educational institutions.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work in the work environment is usually quiet.

**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 regularly required to use manual dexterity and to talk or hear. The employee is frequently required to stand, walk, and sit. 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 and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Knowledge of the College’s mission, purpose, and goals.**

2. **Service Excellence:** ALL State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:

   **RESPECTFUL**
   - Act in a courteous manner
   - Actively listen to gain full understanding
   - Demonstrate awareness of “everything speaks”
   - Show empathy and caring

   **RESPONSIVE**
   - Approach people in an inviting and pleasing manner
   - Take ownership of actions and decisions
   - Plan, anticipate, and be forward thinking
   - Answer and return phone calls and emails
   - Use proper communication etiquette
   - Banish the phrase “not my job”
   - Provide assistance to all inquiries and follow through

   **ACCURATE**
   - Do it right the first time
   - Be knowledgeable of product and how it interfaces with others
   - Ask probing questions
   - Use resources effectively and efficiently

   **COLLABORATIVE**
   - Participate in teams
   - Develop team skill sets
   - Learn available resources to be responsive to your constituents
   - Develop internal and/or external connections

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper
operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. State College of Florida, Manatee-Sarasota employees are expected to attend College provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

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