



Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 07/12/2013

DATE:	10/25/2018	POSITION #:	FS 9648
NAME OF INCUMBENT(S):			
JOB TITLE:	Testing Specialist		
DIVISION:	Student Affairs		
DEPARTMENT:	Testing Services		
PAY TABLE/LEVEL/GRADE:	ESP 3	REPORTS TO:	FA 9694

STATUS: *Please click the appropriate boxes that apply.*

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Regular/Continuing | <input type="checkbox"/> Temporary/Limited Duration | <input checked="" type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>ESP</u> | <input type="checkbox"/> Individual Position | <input type="checkbox"/> Part-Time: _____ Hours/Week |
| <input type="checkbox"/> Non-Bargaining | <input type="checkbox"/> Pooled Position: _____ No. of Employee if this position is pooled. | |
| <input type="checkbox"/> Provisional/Grant Funded | | |

JOB SUMMARY: *(This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.)*

Driven by compassion, inclusivity, integrity, teamwork, and work-life balance, the Student Affairs Division is committed to student success by ensuring high quality programs and services delivered by a caring team of professionals.

This position will provide exceptional customer service to students, faculty, and staff who utilize Testing Services at Lansing Community College. Support, administer, and proctor course, placement, proficiency, and certification tests at the Course Testing Center (TLC104), the Placement Testing Center (GB-StarZone), and the West Campus Testing Center. Assist faculty with receiving and returning course exams (TLC 120). Address testing issues, including but not limited to, Incident Reports, technical and procedural problems. Provide leadership for various opening, closing, and Saturday shifts.

DIRECT REPORTS: *(If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).*

Direct Report(s):	<i>Click here to enter position numbers. Use comma to separate</i>
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ESSENTIAL DUTIES AND RESPONSIBILITIES: *Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority*

order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). "Other duties, as assigned," are implicit in all position descriptions.

%	No.	Essential Duties and Responsibilities
<u>20</u>	1	Greet, assist and answer the questions of students, faculty and other college personnel who call, email or enter the Testing Centers, all while presenting a professional image. Verify identity and check-in students who are taking placement tests, course exams or other tests administered through Testing Services.
<u>10</u>	2	Proctor exams – Observe students taking exams utilizing both sight and camera technology.
<u>10</u>	3	Troubleshoot technical and procedural issues with testing. Report any issues to the appropriate individuals, including help desk, eLearning, and the management team.
<u>10</u>	4	Assist faculty with testing services including receiving and returning all exam materials.
<u>10</u>	5	Maintain and update student records on a computerized system while maintaining confidentiality of all student information protected by FERPA.
<u>5</u>	6	Administer high stakes certification and specialized exams for various testing vendors, including the Michigan Commission on Law Enforcement (MCOLES), EMPCO, Castle Worldwide, WorkKeys, and CLEP.
<u>5</u>	7	Submit Incident Reports- Address testing violations with testers. Submit Incident Reports to Student Compliance and faculty
<u>10</u>	8	Provide lead coverage for various opening, closing, and Saturday shifts.
<u>5</u>	9	Provide general clerical support such as copying, faxing, filing and answering phones.
<u>5</u>	10	Assist with the orientation and training of new employees to departmental procedures.
<u>5</u>	11	Participate in various team meetings for the department, division and/or college to provide quality service for students, staff, faculty and the general public
<u>5</u>	12	Process off-campus course and placement testing requests.
	13	
	14	<i>Click here to enter text.</i>
	15	<i>Click here to enter text.</i>

CORE COMPETENCIES. Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

Knowledge:

- Working knowledge of computer software: Windows, Microsoft Word, Outlook, Excel, Access
- Ability to manage multiple tasks and priorities.
- In-depth knowledge of college procedures and course requirements
- Human relations and communication skills
- Extensive knowledge of LCC systems and processes

Communication/Influence:

- Advanced verbal and written communications skills
- Ability to provide outstanding customer service
- Facilitation skills to encourage an effective team environment

Problem Solving:

- Ability to work independently and balance multiple priorities on a continuing basis.
- Ability to learn new systems and processes quickly
- Continual re-evaluation of procedures to assure efficient customer service
- Conflict resolution skills

Leadership:

- Provide general leadership and guidance to part-time support staff
- Manage faculty requests and workload in a fast-paced environment
- Team building skills in order to create a cohesive and integrated service center.

EDUCATIONAL/EXPERIENCE REQUIREMENTS: *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

- Associate Degree or equivalent educational experience required
- Previous customer service experience required
- Bachelor Degree preferred
- General computer skills required
- Working knowledge of Microsoft Word, Outlook and Access preferred.
- Experience working in a testing environment preferred
- Previous office experience preferred

PHYSICAL AND MENTAL REQUIREMENTS: *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

WORK ENVIRONMENT: *Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

Incumbent's Name (if any).		Incumbent's Signature*		Date
Supervisor's Name	<u>Matt Lemon</u>	Supervisor's Signature*	<i>Matt Lemon</i>	Date <u>10/25/18</u>
Dean/ELT's Name	<u>Ronda Miller</u>	Dean/ELT's Signature	<i>Ronda Miller</i>	Date <u>10/25/18</u>
<i>Note: Signature means approval, otherwise return for signatures.</i>				
Human Resources Rep.	<u>Sydney Glasscoe</u>	HR Rep Signature	<i>Sydney Glasscoe</i>	Date <u>9/11/18</u>
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>				

Lansing Community College

ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form . Fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: *Enter Position #.*

Date: *Click to enter a date.*

Supervisor's Position #: *Enter position #.*

Materials Used:

Standard Office Equipment:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop) | <input checked="" type="checkbox"/> Paper and Pencil/pen |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list:

Standard Trades Equipment:

- | | | |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

Mental Functions:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things) | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data) |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations) | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations) | |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) | |

Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- | | | | | |
|--|--|--|--|---|
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding | |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
 - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
 - Medium (exert 21-50 lbs of force, walk/stand frequently)
 - Heavy (exert 51-100 lbs of force, walk/stand routinely)
 - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions:

- | | |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind) | <input type="checkbox"/> Vibrations |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises |
| <input type="checkbox"/> Confined/restricted spaces | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |