



Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 08/10/2018

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|------------------------|--------------------------------------|-------------|---------|
| DATE: | 1/7/2019 | POSITION #: | PS9992 |
| JOB TITLE: | Part-time Support – Testing Services | | |
| DIVISION: | Student Affairs | | |
| DEPARTMENT: | Testing Services | | |
| PAY TABLE/LEVEL/GRADE: | S -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 type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>PTCTU</u> | <input type="checkbox"/> Individual Position | <input checked="" type="checkbox"/> Part-Time: <u>28</u> Hours/Week |
| <input type="checkbox"/> Non-Bargaining | <input checked="" type="checkbox"/> Pooled Position: | |
| <input type="checkbox"/> Provisional/Grant Funded | _____ No. of Employee if this position is pooled. | |

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 committed and caring team.

Provide direct service to students, faculty and staff who utilize the Testing Services. This includes, but is not limited to, administering and proctoring placement tests, proficiency tests, course tests and all other exams administered through Testing Services. Other testing support duties include scanning tests, processing exams to be sent to off-campus proctors, and other related testing services for student, faculty and staff.

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> |
|--------------------------|--|

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>30</u> | 1 | Greet, assist and answer the questions of students, faculty and other college personnel who call, email or enter the testing offices, all while presenting a professional image. Verify identity and check-in students who are taking placement tests, course exams or other tests administered through the Testing Services Department. |
| <u>20</u> | 2 | Proctor exams – observe students taking exams utilizing both sight and camera technology. Troubleshoot technical and procedural issues that may arise in the testing centers and report any inconsistencies or problems with the electronic test delivery system or security system to the Lead Support staff or a member of the Management team. |
| <u>10</u> | 3 | Accept and process exams from faculty utilizing Microsoft Outlook and the test tracking database. |
| <u>10</u> | 4 | Maintain and update student records on a computerized system while maintaining confidentiality of all student information protected by FERPA. |
| <u>10</u> | 5 | Assist distance learning students and proctors with off-campus exam proctoring processes and procedures. |
| <u>5</u> | 6 | Provide general clerical support such as copying, faxing, filing and answering phones. |
| <u>5</u> | 7 | Assist in compiling testing data for various departmental and college-wide reports |
| <u>5</u> | 8 | Assist with the orientation and training of new employees to departmental procedures. |
| <u>5</u> | 9 | Participate in various team meetings for the department, division and/or college to provide quality service for students, staff, faculty and the general public. |
| | 10 | <i>Click here to enter text.</i> |
| | 11 | <i>Click here to enter text.</i> |
| | 12 | <i>Click here to enter text.</i> |
| | 13 | <i>Click here to enter text.</i> |
| | 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:

- Human relations and communication skills
- At least average proficiency in Microsoft Word, Excel, Access, Internet

COMMUNICATION/INFLUENCE:

- Verbal and written communication skills
- Ability to provide outstanding customer service
- Effective interpersonal relationship skills
- Perceptive, good listener

PROBLEM SOLVING:

- Ability to independently perform a variety of duties and balance multiple priorities
- Conflict resolution skills
- Resourceful and quick thinking
- Ability to find information needed to resolve problems
- Ability to assess, prioritize, and perform a variety of changing tasks

LEADERSHIP:

- Manage requests and workload in a fast paced environment

- Team building skills to build a cohesive and integrated service center
- Respect for other people's temperament and disposition

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.*

Required

- High school diploma/GED required
- Previous customer service experience required
- General computer skills required

Preferred

- Associate degree or equivalent educational experience (60 or more college credits)
- Experience working in a testing environment preferred
- Previous office experience preferred
- Working knowledge of Microsoft Word, Outlook and Access 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.***

| | | | | | |
|--|------------------------|-------------------------|------------------------|------|-------------------|
| Supervisor's Name | <u>Matt Lemon</u> | Supervisor's Signature* | <i>Matt Lemon</i> | Date | <u>12/20/2018</u> |
| Dean/ELT's Name | <u>Ronda Miller</u> | Dean/ELT's Signature | <i>Ronda Miller</i> | Date | <u>12/20/2018</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>01/07/2019</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 type="checkbox"/> Climbing | <input type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input 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) |