



JOB DESCRIPTION

Form: HRF5005, Ver. 1, 06/11/2012

DATE: 12/21/17 POSITION #: PS9992

NAME OF INCUMBENT(S): Pooled position

JOB TITLE: Part-time Support, Testing Services

DIVISION: Student Affairs

DEPARTMENT: Testing Services REPORTS TO (position #): FA 9694

STATUS: Please place a ✓, X or highlight the text for the appropriate status and fill-in the blanks.

<input type="checkbox"/> Regular/Continuing	<input type="checkbox"/> Temporary/Grand-Funded
<input checked="" type="checkbox"/> Bargaining Unit: <u>PTCTU</u>	<input type="checkbox"/> Full-Time (40 hrs); Part-time: <u>28</u> Hours/week
<input type="checkbox"/> Non-Bargaining	<input type="checkbox"/> Individual position or <input checked="" type="checkbox"/> Pooled position (more than one employee)

PAY TABLE/LEVEL/GRADE: Support Lvl 3

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.*

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 (add more pages & #s if needed) of those supervised: N/A*
position # _____ position # _____ position # _____ position # _____ position # _____

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 (add more pages if needed). 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.*

- 30 % 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.
- 20 % 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.

- 10 % 3. Accept and process exams from faculty utilizing Microsoft Outlook and the test tracking database.
- 10 % 4. Maintain and update student records on a computerized system while maintaining confidentiality of all student information protected by FERPA.
- 10 % 5. Assist distance learning students and proctors with off-campus exam proctoring processes and procedures.
- 5 6. Provide general clerical support such as copying, faxing, filing and answering phones. (5%)
- 7. Assist in compiling testing data for various departmental and college-wide reports. (5%)
- 8. Assist with the orientation and training of new employees to departmental procedures. (5%)
- 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. (5%)

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: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job

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

Communication/Influence: Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.

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

PROBLEM SOLVING: Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.

- 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:

Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.

- 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.*

- Associate degree or equivalent educational experience (60 or more college credits) required
- Previous customer service experience required
- General computer skills required
- 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.***

Incumbent's name (if any) (print)	Incumbent's signature*	date
Matthew Lemon		
Supervisor's name (print)	Supervisor's signature*	date
Dean/ELT's name (print)	Dean/ELT's signature*	date
Note: * signature means approval; otherwise return for signatures		
Human Resources Rep (print)	Human Resources signature	date
Note: position description to be reviewed annually, upon posting or transfer of person and position		

Lansing Community College

ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form . Use the toolbar option to highlight all materials, equipment, and functions below & fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: 9992

Dated:

Supervisor's Position #: FA 9694-00

Materials Used:

Standard Office Equipment:

Computer keyboard, mouse, screen (either desktop or laptop)

Various software (spreadsheet, word-processing, web-base, other media)

Telephone, blackberry, fax

Copier, collator, reproduction

Paper and pencil/pen

Projector and screen

Other, please list:

Standard Trades Equipment:

Carpentry

Electrical

Plumbing

Other repair/maintenance tools, please list: _____

Mental Functions:

Comparing (compare/contrast data, people, things)

Copying (entering, posting, transcribing data)

Computing (math calculations or carrying out formula operations)

Compiling (gathering, classifying, evaluating data, people, things)

Analyzing (examine, test data, present alternative actions)

Synthesizing (combine data, concepts, interpretations)

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:

Climbing

Kneeling

Reaching

Balancing

Crouching

Grasping

Stooping

Crawling

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 objects; 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:

Weather (rain, snow, wind)

Extreme cold (inside, outside)

Extreme heat (inside, outside)

Extreme noises

Vibrations

Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock)

Confined/restricted spaces