

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ASSESSMENT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Dean of Student Services, perform a variety of specialized duties related to the organization and coordination of academic assessment services offered by Southwestern College and satellite centers; serve as a liaison between satellite centers and student services areas such as admissions and records, registration, financial assistance, disabled student services, counseling services, and early admissions program; select, train, supervise, coordinate work schedules of, and monitor support staff, test administrators, and proctors.

REPRESENTATIVE DUTIES:

Prioritize, organize, and coordinate the operations and activities of the Assessment Center; plan, organize, and coordinate with other departments involved in the assessment program. *E*

Participate in the recruitment, selection, training and monitoring of support staff, test administrators, and proctors; provide work direction to support staff, test administrators and proctors; assign and review work; assure compliance with applicable policies; assure the timely payment of payroll for assigned staff. *E*

Plan and schedule daily and annual testing; coordinate all test administration for the main and satellite centers; schedule special accommodations for disabled students; print and distribute test schedules including those to satellite centers. *E*

Administer placement tests at locations on and off campus; resolve test irregularities and conflicts; arrange for suitable test sites. *E*

Screen students to determine appropriate assessment; check for assessment repetition; screen students to determine eligibility for specific classes or eligibility for proficiency; explain requirements and restrictions; as necessary, refer students to English-as-a-Second Language test; as necessary, refer students to Disabled Student Services. *E*

Score and observe the test scoring process; assure that the scoring equipment is functioning properly and that answer sheets have been properly used; verify results posted by staff; record and distribute scores according to established time lines. *E*

Ensure security procedures developed for the administration and distribution of test results are properly followed; observe adequate test security practices; monitor tester behavior. *E*

Maintain a variety of records and files concerning test attendance and test results; prepare, distribute and maintain a variety of reports involving testing, counseling, and assessment. *E*

Provide information to students, faculty, staff, and public regarding Assessment Center functions, services, and operations; assist students and public in following procedures for scheduling appointments; schedule appointments by phone; respond to requests for test results. *E*

Attend staff and committee meetings; attend state and regional meetings, including Assessment College Group and California Community College Assessment Association meetings.

Monitor inventory and ordering of general supplies and test materials.

Assessment Technician - Continued

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office procedures, methods, and equipment including computers.

Principles and procedures of record keeping.

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

Basic mathematical principles.

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Perform responsible and difficult programmatic and administrative support duties involving the use of independent judgment and personal initiative.

Learn, understand, interpret, and communicate pertinent policies, procedures, rules, and regulations and apply them with good judgment.

Ensure proper procedures are followed for assessment testing.

Oversee, organize, and review the work of lower level staff.

Plan, organize, and coordinate with other departments.

Conduct assessment testing with groups or individuals.

Maintain files, records and prepare reports.

Perform duties with constant interruptions.

Work confidentially with discretion.

Operate a variety of office equipment including a computer and related software, typewriter, and calculator.

Type at an acceptable rate of speed.

Plan and organize work to meet schedules and time lines.

Make mathematical calculations quickly and accurately.

Understand and follow oral and written directions.

Work independently with very little or no direction.

Communicate effectively, both orally and in writing, including communicating effectively before large groups.

Establish and maintain effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years increasingly responsible clerical experience involving frequent public contact, with an emphasis on scheduling and coordinating the activities of an office.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license and a safe driving record.

WORKING CONDITIONS:

ENVIRONMENT:

Office and field office environment.

Constant interruptions and distractions.

Driving a vehicle to conduct work.

Assessment Technician - Continued

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.

Speaking to make presentations.

Seeing to read various materials.

Sitting or standing for extended periods of time.

Walking to various District/Community locations, meetings, or events.

Dexterity of hands and fingers to operate a computer keyboard, typewriter, and related office equipment.

Moderate lifting of test materials, bending and stooping to file materials.

HAZARDS:

Driving a vehicle during adverse weather conditions.

Possible exposure to dissatisfied individuals.

November, 1999

Johnson & Associates

APPROVED BY THE GOVERNING BOARD ON December 8, 1999 .