



**DATE ISSUED:** 11/18  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Coordinator, Academic Testing Services

### **JOB SUMMARY**

The Coordinator of Academic Testing Services will coordinate testing services provided by the university test center. Under the direction of the Director for Transfer & Compliance the position will oversee the daily operations of the testing center. Duties to include, but not limited to scheduling and publicizing services, communication of programs policies/procedures to campus and community. Maintains integrity of the testing environment according to guidelines set forth by contracted test vendors. Trains, mentors, schedules, and directs the work of test center staff, including hiring and supervision. Administers, proctors, scores, and transmits results of tests administered by the university testing center. Observes university, state/federal, and test agency policies and procedures; includes adherence to FERPA and NCTA guidelines. Work is performed with moderate direction from the Director of Transfer & Compliance. The performance evaluation is based on completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluations system and accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director, Transfer & Compliance

*Supervises:* Test Proctors

### **ESSENTIAL DUTIES - May include, but not limited to the following:**

- Oversees daily operations of university testing center.
- Collaborates with Director to develop and update services, policies, and procedures in response to demand and market services provided.
- Schedules and publicizes services, communicates program policies/procedures to campus and community.
- Maintains integrity of testing environment according to guidelines set forth by contracted test vendors.

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- Trains, mentors, schedules, and directs the work of test center staff, including hiring and supervision.
- Provides input to director concerning full and part-time employee performance for evaluation purposes.
- Administers, proctors, scores, and transmits results of tests administered by the university testing center.
- Observes university, state/federal, and test agency policies and procedures; includes adherence to FERPA and NCTA guidelines.
- Provides excellent customer service to students, faculty, staff, and visitors seeking information about testing.
- Refers students who require advising, counseling, or other support services to appropriate offices.
- Engages in professional development activities to maintain knowledge and awareness of effective testing practices; including obtaining and maintaining certification status.

#### **ADDITIONAL DUTIES**

- Performs other duties as requested.

#### **EDUCATION**

Bachelor's degree required. Must be able to obtain certifications as required by test vendors including Collegeboard in time allotted by vendors.

#### **EXPERIENCE**

Two years experience in higher education setting. Previous experience in collegiate testing environment preferred.

#### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

#### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Considerable knowledge of current computer software packages including word processing, spreadsheets, and database applications.
- Must be able to communicate effectively, both orally and in writing, interpret data, and be able to solve problems.

- Thorough knowledge of testing procedures, statistics, testing security and confidentiality of test materials and scores.
- Ability to organize, prioritize and assign work; keep accurate records and prepare detailed reports.
- Excellent customer service skills required.
- Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

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***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***