

Mott Community College
Position Description

Position Title: Technician, Placement Testing and Assessment Center

Incumbent: Vacant

**Employee Group/
Bargaining Unit:** Pro Tech

Grade Level: Grade 5

Reports To: Associate Dean of Counseling and Student Development

Purpose, Scope and Dimensions:

This position exists for three reasons: 1) Assists with the educational counseling and academic advising processes by ensuring the effective operations of the Placement Testing and Assessment Center. During a typical year, thousands of tests are given to students. The tests include entrance/placement, College Level Examination Program (CLEP), computer proficiency and English placement. It also is responsible for ensuring the delivery of college testing services offered at other campus locations and/or local schools. In addition, the position is responsible for providing specialized types of testing as may be determined necessary by the College. 2) As needed, provides services in or to the Career Resource Center in order to keep operations running and open to students. 3) As requested, acts as a back-up by assisting in the Student Employment Center.

Supervisory Responsibility:

The Technician does not supervise employees but will be responsible for training, coordinating and evaluating the activities of several student workers.

Essential Duties/Major Accountabilities:

Placement Testing and Assessment Center Duties

Work Study Student Recruitment, Scheduling, and Office Coverage:

- Recruit, schedule, coordinate, and supervise up to twelve Work Study Students, working in the Center, so as to ensure appropriate staffing for hours of operation.

Student Test Records Data Entry and Maintenance:

- Maintain appropriate records of all persons (name, date, time) entering the Center for testing and a record of who assisted them.
- Ensure the accurate transfer of placement test scores into the College's computerized student information system.

Technical Support Tasks:

- Troubleshoot and attempt to appropriately resolve minor computer and/or testing problems in the Center that negatively affect testing services. If appropriate, refer to Information Systems or contact the testing vendor for assistance.
- Constantly monitor the operational status of all equipment of the Center
- Report all hardware and software malfunctions, or inadequacies in a timely fashion in accordance with College, Divisional, and Center policies and procedures

Testing Duties:

- Be completely familiar with how to administer all tests administered by the Placement Testing and Assessment Center
- In the absence of Work Study Student assistance, validly and reliably administer any tests needed for the operation of the Center and be able to accurately enter such information in the College's student information system.
- Schedule and administer College Level Examination Program (CLEP) testing to individuals
- Administer Computing Across the Curriculum (CAC) testing
- Administer tests for 'testing out' of English 101, Work Keys testing, Math 021 Modules placement testing
- Administer other tests as required or requested by the College
- Ensure that accurate test results are provided on a timely basis to Counselors, Advisors and to other schools, as appropriate.
- Follow professional testing guidelines and procedures of the Counseling and Student Development Division
- Assist students directly with testing as required

Inventory Monitoring, Cost Forecasting, Maintenance:

- Monitor all essential inventory of the Center, particularly test supplies, and submit requests for additional inventory in a timely fashion. Keep the Associate Dean informed of testing related costs. As requested, assist the Associate Dean with preparing inventory cost projections for budget planning purposes.

Administrative Responsibility:

- Oversee, administer and take responsibility for ensuring the daily operation of services provided by the Placement Testing and Assessment Center and provide technical support as required.
- Supervise and ensure the implementation and administration of placement and other educational testing carried out by the Center
- Ensure all computers are logged on at the beginning of the day and logged off at the end of the day
- Ensure the timely opening and closing of the Center.
- Coordinate and guide all daily operational functions of the Center

- Ensure the timely and accurate administration of computerized, internet based, placement testing services.
- As required, train Work Study Students, and/or staff, in how to administer tests offered by the Center and how to enter test results in the College's student information system
- Take responsibility for the accuracy of all testing and data entry functions, and other recordkeeping functions occurring in the Placement Testing and Assessment Center.
- Responsible for administering and coordinating placement testing at other College and non College locations
- Maintain appropriate filing and retrieval systems
- Handle all College information with absolute discretion and confidentiality.
- Compile and report statistics and other information as required
- Work cooperatively with other staff and the Associate Dean in arranging and carrying out contractual testing
- Ensure that all policies and procedures of the Center are adhered to
- Assist the Associate Dean in policy and procedure review and revisions as appropriate and/or required
- Prepare all necessary reports related to the functioning of the Placement Testing and Assessment Center. Examples of these include monthly statistical reports, basic and advanced administrative reports available from Accuplacer. Knowledge of how to generate these reports is required.

Faculty Instructional Related Support:

- Explain placement test scores, procedures, policies and related considerations, to faculty and staff as required and appropriate
- Make referrals to Counselors or Advisors as appropriate
- Receive referrals from Counselors or Advisors as appropriate

Other Professional Responsibilities:

- Interact in a positive and effective manner with Student Services and Academic Affairs employees of the College to ensure effectiveness of the testing processes.

Career Resource Center Duties

Under the guidance of the Career Resource Center's Administrative Assistant and the Center's assigned Counselor, and as required or requested, carry out the following duties:

Student Enrollment & Registration Assistance:

- Assist students with using computers to enter online admissions, financial aid, and student loan applications
- Assist students with using computers to conduct online self registration into MCC classes

Customer Service Assistance:

- Assist in greeting students, staff and public and answer questions pertaining to the Career Resource Center and/or other services offered by Counseling and Student Development Division.

Statistical Compilation Assistance:

- Assist the Administrative Assistant in compiling daily statistics of student/staff/public traffic to the Center
- Compile and contribute statistics to the Center's monthly report.

Test Proctoring and Scoring Assistance:

- Process the computerized scoring of Self Directed Search (SDS) assessments for Counselors and also oversee these or other assessments as requested.

Scheduling Assistance:

- Assist with scheduling of events and presentations in the Center

Presentations To Students:

- Assist with group overviews/introductions to the Center as requested

Organizational Assistance:

- Assist the Administrative Assistant in annually organizing, receiving and updating college catalogs used in the Center
- Assist the Administrative Assistant in organizing and receiving Vocational Biography and Chronicle Guidance Publications and train Work Study Students how to file such publications
- Assist the Administrative Assistant in ensuring that Work Study Students are filing publications correctly

Miscellaneous:

Print requisitions

Student Employment Center Duties

Under the guidance of the Student Employment Coordinator and as required or requested,

- Assist in providing individual Work Study or Student Assistant orientations as needed
- Assist with Work Study Student intake procedures as needed
- Assist with Work Study group orientations as needed

Other Duties

- Assist with other initiatives of the Counseling and Student Development Division as required and/or assigned.
- Prepare print requisitions
- Other duties as assigned

Non-essential Duties:

Minimum Required Knowledge, Experience, Skills and Abilities:

Associate's degree. Two years experience coordinating or supervising students or staff. A demonstrated proficiency, at the basic level, with MS Word and Excel. Ability to troubleshoot computer and related software problems. Positive interpersonal, communication and teamwork skills. Excellent planning and organizational skills. Ability to assign and schedule work study students for appropriate coverage for the lab. Ability to relate to students and student applicants.

Additional Desirable Qualifications:

Bachelor's degree in Psychology, Education or other directly relevant Social Science degree with college coursework in Tests and Measurements and Statistics. Previous work experience in a community college setting. Previous coordination or supervision experience in a designated testing center. Education and/or experience in individual and group testing and assessment. Ability to design and administer MS Access databases. Experience and familiarity with Accuplacer computerized testing. Experience dealing with the Educational Testing Service. Experience supervising work-study students.

Unique Aspects of the Job:

Requires occasional travel to off site campus locations and/or local schools

Physical / Mental Requirements:

Physical / Mental Requirements:

With or without accommodation, the employee in this position needs to stand, walk (move about?) and sit for one-third to two thirds of the time. Must be able to use hands/fingers to handle or feel (?) for over two-thirds of the time. Must be able to stoop, kneel, crouch, crawl (move about?) less than one-third of the time. Must be able to talk and hear (communicate, converse, exchange information?) over two thirds of the time. With reasonable assistance, must be able to lift and/or adjust computer hardware, boxes of paper, etc. The employee must, with or without accommodation, have the ability to see (identify objects and people?) at close distances, have the ability to identify and distinguish colors, have peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point?), have depth perception (three-dimensional vision, ability to judge distances and spatial relationships?) and have the ability to bring an object into sharp focus.

The minimum reasoning skills necessary for this position include the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

