

COORDINATOR, ASSESSMENT CENTER

DEFINITION

Under general supervision, plans, organizes, coordinates, and provides direction and oversight of the Assessment Center; provides administrative support and program assistance to the Director, Assessment and Matriculation; fosters cooperative working relationships with students, staff, and faculty.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Assessment and Matriculation. Exercises technical and functional direction over and provides training to student workers and assigned staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating Assessment Center programs, services, and activities. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of departmental and District activities and extensive student, faculty, and staff contact. This class is distinguished from the Director, Assessment and Matriculation in that the latter has overall responsibility for all assessment and matriculation programs, functions, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans and coordinates Assessment Center programs, services, and activities; establishes schedules and methods for providing programs, services, and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
2. Provides training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; reviews and controls quality of work; assists in the recruitment and selection of staff and provides recommendations.
3. Oversees day-to-day operations of the Assessment Center; ensures schedules, equipment, and facility are ready for effective operations; assists students with questions about assessment testing appointments, programs, and services; enforces Center policies and procedures; resolves and addresses student complaints.
4. Estimates costs of student workers, supplies, equipment, and materials; prepares requisition forms for ordering supplies, equipment, and materials; assists in developing budget figures for the Center; monitors expenditures.
5. Provides assessment and placement information and assistance to students, staff, and faculty; schedules testing; administers and proctors tests as needed; coordinates and ensures timely reading/scoring of placement tests.
6. Maintains testing laboratory, including ensuring all equipment is functioning correctly and contacting appropriate contacts to resolve issues.
7. Assists in collecting and submitting data on assessment instruments for test approval from the Chancellor's Office.
8. Works closely with the Research and Institutional Planning Office in collecting data from faculty and students regarding levels of satisfaction with course placement.
9. Coordinates with other departments to ensure effective and efficient operations, technology, and services of the Assessment Center.
10. Evaluates student placement test results from other colleges to identify and recommend potential course eligibility requirements.

11. Researches, compiles, and organizes information and data on topics related to assessment and matriculation programs and services; prepares and assembles reports and other informational materials.
12. Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
13. Answers questions from and provides support services to students, faculty, and other departments regarding Assessment Center programs, services, and activities.
14. Establishes and maintains effective customer service for center patrons.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Basic principles and practices of providing technical and functional direction and training to assigned staff.
2. Principles, practices, and service delivery needs of an Assessment Center as well as program areas served by the Assessment Center, for example, High School Outreach, Counseling, Disabled Student Programs and Services, etc.
3. Procedures for planning, implementing, and maintaining a variety of Assessment Center activities and programs.
4. Research and reporting methods, techniques, and procedures.
5. Principles and practices of data collection and report preparation.
6. Basic principles and practices of budget administration and accountability.
7. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
8. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
9. Record keeping principles and procedures.
10. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Plan, schedule, assign, and oversee activities of assigned personnel.
2. Inspect the work of others and maintain established quality control standards.
3. Train others in proper and safe work procedures.
4. Identify and implement effective course of action to complete assigned work.
5. Oversee and coordinate assigned program operations, services, and activities.
6. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
7. Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
8. Make accurate mathematical, financial, and statistical computations.
9. Prepare clear and concise reports, correspondence, procedures, and other written materials.
10. Respond to and effectively prioritize multiple phone calls and other requests for service.
11. Interpret, apply and explain applicable District policies, rules, and regulations related to areas of responsibility.

12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Organize own work, set priorities, and meet critical time deadlines.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and three (3) years of increasingly responsible experience related to student services, preferably in an assessment center or similar working environment.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, typically weighing 25 pounds, and occasionally up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.