

## TESTING CENTER CLERK

### **DEFINITION**

Under general supervision of the assigned manager, the Testing Center Clerk provides clerical support, checks-in and administers specific assessment instruments, proctors individual and group testing, maintains records and enters appropriate data and information, responds to requests for information from test companies, test candidates, staff, and faculty, and schedules test candidate appointments.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned managerial personnel. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is an entry-level classification responsible for scheduling, checking in, and administering assessment instruments. Incumbents at this level are capable of performing the full range of administering and proctoring assessment tests. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Schedules and checks in test candidates for specific assessments; administers tests in accordance with assessment companies' policies, procedures, and requirements.
2. Processes tests per assessment company requirements.
3. Inputs and maintains database; ensures accuracy and confidentiality of the data; maintains and updates records and data in accordance with federal, state, and testing company guidelines for reporting purposes; maintains appropriate records and files.
4. Ensures the timely processing of all test materials.
5. Ensures test instructions are accurate and that appropriate testing environments are maintained.
6. Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
7. Answers, screens, and routes telephone calls and emails; takes and distributes messages; greets and directs visitors to the appropriate office or staff member as appropriate; responds to requests for information, questions, and complaints, and refers questions and complaints to appropriate staff when necessary; provides general information regarding department and school policies and procedures to test candidates, staff, and faculty.
8. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
9. Provides quality customer service when interacting with the public, vendors, students,

and College staff, including individuals from minoritized groups.

10. Supports and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
11. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
12. Prepares and delivers oral presentations related to assigned areas as required.
13. Performs other related or preceding classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, antiracist, and accessible academic and work environment.
2. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
3. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
4. Record keeping principles and procedures.
5. Basic business arithmetic and statistical techniques.
6. Alphabetical and numerical filing methods.
7. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
8. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Learn, apply, and explain testing company rules and procedures.
5. Ability to maintain confidentiality of records and information.
6. Establish and maintain a variety of filing, record-keeping, and tracking systems.
7. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
8. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
9. Communicate effectively through various modalities.
10. Learn and apply emerging technologies and, as necessary, to perform duties in an

efficient, organized, and timely manner.

11. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
12. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

1. Equivalent to the completion of the twelfth (12<sup>th</sup>) grade; and
2. One (1) full time equivalent year of general office clerical experience.

### **Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

### **Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, incumbents must have the ability to secure and maintain a valid California driver's license.

### **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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects, typically weighing 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

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

enforcing departmental policies and procedures.