

TEST ADMINISTRATION CLERK

DEFINITION

Under the supervision of the Director, Assessment and Matriculation, the Test Administration Clerk provides clerical support, administers and scores specific assessment instruments, proctors individual and group testing, maintains records and enters appropriate data and information, responds to requests for information from students and college staff and schedules student appointments.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Director, Assessment and Matriculation. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for administering assessment instruments in support of the college's course placement process and other supervised assessment situations. Incumbents at this level are capable of performing the full range of administering and scoring assessment tests. Incumbents at this level 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)

- Schedules students for placement testing; administers and scores assessment tests in accordance with District policies, procedures, and curriculum requirements.
- Processes career diagnostic tests.
- Inputs assessment test results into database; ensures accuracy and confidentiality of the data; maintains and updates records and data in accordance with Federal and State guidelines for reporting purposes; maintains appropriate records and files.
- Ensures the timely processing and notification to students of test results.
- Travels to high schools to administer Mt. SAC placement testing services on site.
- Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
- 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 staff, students and parents.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping principles and procedures.
- English usage, spelling, vocabulary, grammar, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Skills & Abilities to:

- Learn, apply, and explain assessment rules and procedures of the District.
- Provide information and assistance to students and staff.
- Maintain records and prepare reports.
- Learn, interpret, and apply Federal, State, and local, administrative, program, and departmental laws, codes, regulations, policies, and procedures.
- Prepare basic correspondence and other written materials.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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 one (1) year of general office clerical experience.

Licenses and Certifications:

- The incumbent may periodically be required to travel to a variety of locations. If required to operate a vehicle in the position, employees must demonstrate a possession of a valid California's 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. Employees must possess the ability to lift, carry, push, and pull materials and objects, typically weighing 25 pounds, and occasionally up to 100 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.