

October 18, 2022

## MT. SAN ANTONIO COLLEGE

Human Resources

## REQUEST TO FILL - STAFF and ADMINISTRATIVE POSITIONS

\*\*This form is used to gain approval prior to recruiting for a position.

Instructions for completing this form are located on the back.

Position: SCE Testing Center ManagerDepartment: Community and Contract EducationTime (FTE): 1.0 Term (months/year): 12Work Schedule (Days, Hours): Tuesday - Saturday; 8:00 - 5:00Salary Schedule (Range): M-7Background and Rationale (use back of form if additional space is needed): The Testing Center is projected to deliver about 6000 tests this coming academic year.There is a clear need for a full time Manager who can provide critical leadership, consistency and continuity as we plan for future growth. The Center is staffed with part time personnel only. We continuously face challenges with coverage and scheduling due to the limits on days and hours that hourly staff can work.

Please list any changes in the budgeted position as described above (i.e., title, time, term, etc.). \_\_\_\_\_

Please list the Account Number(s) and Budget Amount(s) that is/are being used to fund this Position. **This section MUST be completed in order to provide budget for the position.**

Account Number(s):	<u>13500-470300-215000-701000-2100</u>	100 %	Amount \$	<u>\$153,503</u>
Account Number(s):	<u>*****</u>	%	Amount \$	<u>110,000</u>

Funding: (check all that apply) ☐ General Fund Unrestricted ☐ Restricted Funds ☐ Categorical ☐ Grant ☐ Temporary

☐ Annual renewal of this position is contingent upon the College's receipt of continued funding

Duration (if grant/temporary funded): Beginning date: \_\_\_\_\_ End date: \_\_\_\_\_

Comments: \_\_\_\_\_

**Signatures:**

<u>[Signature]</u>	<u>4-6-22</u>	4. Human Resources Signature	_____
1. Requesting Manager Signature	Date		Date
<u>[Signature]</u>	<u>4/11/22</u>	5. Vice President, Human Resources	_____
2. Division Vice President Signature	Date		Date
_____	_____		
3. Chief Compliance/Budget Officer Signature	Date		

☒ Funding available ☐ Funding not available Position Number: \_\_\_\_\_ Contract Number: \_\_\_\_\_

Comments: \_\_\_\_\_

**Reviewed by President's Cabinet, the following action was taken on the above request:**

☐ Approved to fill immediately ☐ Denied ☐ Modified

If position **does not have funding**, provide funding directions: \_\_\_\_\_

Rationale: \_\_\_\_\_

6. Signature of President/CEO \_\_\_\_\_ Date \_\_\_\_\_

☐ Continued Funded Position (ex. Vacancy)  
Former Employee (if applicable): \_\_\_\_\_  
Last day of employment: \_\_\_\_\_  
Reason for vacancy: \_\_\_\_\_  
(Attach **Existing** Job Description)

☒ Newly Funded Position Fiscal Year 21-22  
☒ No Existing Job Description  
(Attach Draft of **New** Job Description) J.D. approved by P.C. 9/6/22

☐ Classified ☐ Confidential  
☐ Supervisory ☐ Administrative

**\*\*For Temporary Special Project Administrators only**

☐ Temporary Special Project Administrator  
(Refer to AP 7135)

Temporary Special Project Administrators can only be hired through the end of the current fiscal year. These positions can be renewed each fiscal year, for up to five (5) years maximum with a status change form.

Funding From: Community and Contract Ed.



## MEMORANDUM

**To:** Madelyn Arballo  
**From:** Tami Pearson  
**Date:** October 13, 2022  
**Re:** Testing Center Manager – Request to Fill

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The Testing Center officially opened during the Winter of 2018. In the first three years of operation the following number of tests have been administered:

- 2017-18 – 1,511 tests to 1,113 test candidates
- 2018-19 – 3,406 tests to 2,452 test candidates
- 2019-20 – 2,510 tests to 1,958 test candidates (shortened year due to COVID lockdown)

It is important to mention that by the time we stopped testing on March 19, 2020, we had to cancel a total of 2,101 tests that were scheduled between March 19 – June 30, 2020. With this projection, we would have administered 4,611 tests for the 2019-20 year, which would have been a 53% increase from the prior year.

To date, the Testing Center has proctored a total of 10,318 tests to 7,571 test candidates; included in those figures are 1,615 GED and 345 HiSET tests, to some of the most vulnerable and test anxious members of our community.

Since its inception, there has been a long-term reliance on professional experts to provide staffing support for the center due to a lack of full-time staff. Additionally, there has been significant growth to our programs and the demand for new tests has continually grown. There is a substantial opportunity for both growth and community partnerships and this full-time manager position will play a critical role in leading this effort.

**MT SAN ANTONIO COLLEGE  
FY 2022-23 SALARY PROJECTION**

POSITION NUMBER	FTE	SCH RANGE	STEP	TOTAL MONTHS	TITLE	FUND	ACCOUNT PERCENT	TOTAL SALARY	TOTAL BENEFITS	TOTAL SALARY & BENEFITS	FUNDING/COMMENTS

1.000	MN	7	3	12	Manager, SCE Testing Center		100.00%	100,391	53,112	153,503	<b>Contract Education, Account 13500-470300-215000-701000-2100 please see below funding comments.</b>
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**NOTE:**

The Training Source-Contract Education funding is considered one-time funding as it relies on individual contracts with agencies. Enclosed is a five year revenue and expense analysis that shows that the program brings at least over \$300,000 in revenues yearly. In addition, the ending balance as of June 30, 2022 of this program was \$845,236. It is reasonable that this program can sustain the expenditure for a Manager SCE Testing Center at approximately \$153,503 a year.

**Fund 13500-Training Source-Contract Instruction**  
**5 Year Analysis**

		FISCAL YEAR					
ACCOUNT	ACCOUNT DESCRIPTION	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
BEGINNING BALANCE:		713,651.98	629,729.09	442,421.83	586,365.44	716,498.46	845,235.86
REVENUE:							
883100	Contract Instructional Service	305,969.59	95,608.74	401,768.45	73,260.00	300,516.25	5,940.00
883900	Other Contract Services	21,611.24	57,938.92	63,330.00	9,824.36	26,717.29	6,151.97
	TOTAL REVENUE:	327,580.83	153,547.66	465,098.45	83,084.36	327,233.54	12,091.97
EXPENSES:							
2000	Salaries	156,221.05	143,734.53	142,541.53	11,232.50	135,203.67	13,411.97
3000	Benefits	43,367.34	45,231.39	56,107.20	677.56	63,774.75	4,779.11
4000	Supplies	7,218.69	12,342.24	4,077.36	-	-	-
5000	Services	201,832.96	138,336.26	117,766.27	18,714.28	182,513.72	19,211.19
6000	Capital Outlay	2,863.68	1,210.50	662.48	-	-	-
	TOTAL EXPENSES:	411,503.72	340,854.92	321,154.84	30,624.34	381,492.14	37,402.27
NET PROFIT (LOSS):		(83,922.89)	(187,307.26)	143,943.61	52,460.02	(54,258.60)	(25,310.30)
HEERF REVENUE LOSS RECOVERY:					77,673.00	182,996.00	
ENDING FUND BALANCE:		629,729.09	442,421.83	586,365.44	716,498.46	845,235.86	819,925.56

## **SCE Testing Center Manager (M7)**

### **DEFINITION**

Under administrative direction, plans, organizes, coordinates, and provides direction and oversight of the SCE Testing Center. Provides support and program assistance to the Director, Community and Contract Education; fosters cooperative working relationships with test companies, test candidates, staff, and faculty. The SCE Testing Center manager oversees the implementation and administration of exams given through the SCE Testing Center as well as all day-to-day aspects of a range of standardized testing activities conducted in a centralized testing center. These include development and coordination of testing program policies and procedures, recruitment, training, and supervision of testing staff, and administration of testing carried out by proctors in agreement with established procedures. The manager informs Testing Center personnel, and other stakeholders regarding software, hardware, and testing procedures, coordinates the test scheduling process and test materials, and coordinates efforts to improve and refine usage of the Testing Center.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director, Community and Contract Education. Exercises technical and functional direction over and provides training to assigned staff.

### **CLASS CHARACTERISTICS**

This is a manager classification responsible for planning, organizing, and coordinating SCE Testing Center services and activities. Employees at this level are required to be knowledgeable and expertise in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director, Community and Contract Education in all matters relating to the testing center. 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, Community and Contract Education in that the latter has overall responsibility for all Community and Contract Education programs, functions, and activities.

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

*Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

- Plans and coordinates SCE Testing Center programs, services, and activities; establishes schedules, services, and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.

- Provide 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.
- Oversee day-to-day operations of the SCE Testing Center; ensures schedules, equipment, and facility are ready for effective operations; enforces Test Center policies and procedures; resolves and addresses test candidate complaints.
- Act as liaison between Testing Center and all test companies to coordinate all test proctoring activities.
- Research and evaluate new test-proctoring opportunities; determines capability of equipment, test times and facility.
- Participate in the recruitment, selection of, training, and evaluation of Testing Center staff.
- Provide leadership, and support implementation that strives to attain student equity, social justice, diversity, and inclusion.
- Collect data and create statistical reports for testing achievement, student enrollment, and student success and support services;
- Stay abreast of new trends and innovations related to test proctoring services.
- Compose, type, edit, and proofread a variety of documents, including forms, memos, reports, and correspondence.
- Ensure adequate staffing for the administration of all examinations.
- Supervise and monitor administration of tests by proctors; ensure that test instructions are accurate and that appropriate testing environments are maintained.
- Ensure that all test administration are carried out in compliance with relevant test vendor policies, regulations, guidelines, and standards.
- Attend industry related conferences, trainings, advisory committees and events as determined by the Director, Community and Contract Education.
- Ensure confidentiality of test results and recommendations; maintains security of testing materials.
- Ensure the timely preparation and submission of all required records and reports.
- Coordinate and maintain test schedules with all test vendors.
- Establishes and maintains effective customer service for SCE Testing Center patrons.
- 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:**

- Principles, practices, and service delivery needs of a Testing Center.
- Critical role in administering high-stakes examinations for a variety of professional and licensing organizations.
- Specific procedural steps for the admission and launching of a variety of certification and commercial computer-based tests.
- Procedures for planning, implementing, and maintaining a variety of Testing Center activities and services.
- Test, delivering computer stations and test supplies security.
- Identifying test candidate cheating techniques, and how prevent and stop them.
- Different test vendors and the types of tests they sponsor.
- Computer-based testing needs and procedures.
- Planning and scheduling techniques for multiple test vendors.
- Regulations, policies, and standards and procedures for the administration of certification and other commercial tests.
- Basic principles and practices of providing technical and functional direction and training to assigned staff.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- Management of computerized testing systems, processes, and facilities, to include hardware, software, and peripherals.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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:**

- Develop and implement policies and procedures for the administration of standardized tests.
- Plan, schedule, assign, and oversee activities of assigned personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and coordinate assigned program operations, services, and activities.
- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
- Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.



- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply and explain applicable District policies, rules, and regulations related to areas of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- 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.
- Ability to maintain confidentiality of records and information.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to foster a cooperative work environment.

#### **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 graduation from a regionally accredited four-year college or university with major coursework in Business, Education or a related field, and two (2) years increasingly responsible experience in working within an academic setting, including two (2) years of Test Center or similar working environment coordination experience.

#### **Preferred Qualifications:**

Extensive experience interacting with different test vendors.

Experience administering a testing center.

Knowledge of test proctoring regulations and procedures.

#### **Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees 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. 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.