



Classification Title: Assessment Specialist

Department:	Counseling Department	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	21
Supervision Received From:	Assessment/School Relations Coordinator	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Schedules, proctors, processes and provides assessments for individuals and groups; advises students and provides referrals to appropriate resources identified as a result of a student's assessment and placement; assists students with the enrollment and financial aid processes; installs and troubleshoots computer software used for testing by high schools and testing centers.

DISTINGUISHING CHARACTERISTICS.

Assessment Specialist is distinguished from other student support positions by its responsibility for assessing student eligibility and preparedness for Palomar College and for coordination with high schools, military and community groups required to perform these activities.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Schedules and conducts courses or workshops to prepare students for assessment or provides access to online assessment preparation study guides and practice tests; schedules, proctors, processes and provides assessment testing to individuals and groups using online and paper assessment tools; administers and tracks challenge tests.
2. Provides technical support to high schools hosting tests including installing and testing software; troubleshoots computer lab and software issues and resolves or escalates to Information Services or the software provider.
3. Individually advises new, continuing or returning students; explains assessment results; reviews transcripts from other colleges and/or test scores to determine placement eligibility; identifies potential needs of incoming students and refers them to appropriate programs, financial aid or support services; assists in scheduling tutoring and mentoring services; identifies students to be provided at-risk services; communicates deadlines and assists with application and class registration processes.
4. Inputs student data into appropriate systems and maintains and updates student files and records; develops, tracks, analyzes and reports administrative processes, metrics and documents; researches, obtains and analyzes key data and statistics from varying sources for program reports, proposals, in-services, program reviews and other documents.

5. Collects or obtains data and statistics from various sources for participant and grant reports, program reviews and other documents; generates reports and provides recommendations on process and program improvements.
6. Conducts and/or participates in on- or off-campus workshops, class and community presentations, orientations, campus tours and special events; provides information on program eligibility and requirements to new students; tracks student attendance at workshops.
7. Schedules participants for counseling appointments, workshops, orientations and special events; performs research for students and counselors on specific student issues and articulation information.

Marginal Functions:

1. Provides clerical and administrative support in the Counseling Department or an assigned education center.
2. May oversee college-readiness program participants at events, workshops and at other program activities.
3. May provide guidance and direction in the work of lower-level staff and student workers, including participating in scheduling, assigning and monitoring work of other employees for completeness, accuracy and conformance with College standards.
4. Interacts with high schools, other colleges and universities regarding testing methodology and best practices; stays current on changes in national and university standardized testing.
5. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible student assessment and eligibility or academic record evaluation experience.

Education/Training: Equivalent to completion of the twelfth grade.

Licenses/Certificates:

Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

Preferred Qualifications:

Completion of college-level coursework from an accredited college or university.

Knowledge of:

1. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
2. Principles, practices, concepts and techniques used in student academic assessment.
3. Applicable college curriculum, general education and transfer requirements.
4. Needs and concerns of low-income and educationally disadvantaged students.
5. Government and community resources available to students.
6. Office administration practices and procedures.
7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

8. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
9. Federal, state and local laws, regulations and court decisions governing area of assignment.
10. Modern office practices, procedures and equipment including computers and applicable software programs.
11. Methods and techniques for routine installation and troubleshooting of assessment hardware and software.
12. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Communicating information accurately and effectively to school administrators, students and the public; comprehending requests for information or assistance; maintaining a courteous and tactful manner when under pressure or in an antagonistic situation.
2. Evaluating student applications for program eligibility accurately and effectively.
3. Administering and scoring routine and complex student assessments.
4. Interviewing, advising and assisting new, continuing and returning students.
5. Explaining rules, regulations and policies related to academic course requirements.
6. Monitoring and developing student accountability systems.
7. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
8. Performing basic research and analysis; tracking statistical data.
9. Preparing clear, concise and accurate reports, documents, data entries and other written materials.
10. Operating a computer and other standard office equipment and using spreadsheet, word processing, enterprise and specialized software.
11. Organizing and maintaining specialized files.
12. Maintaining confidentiality of student files and records.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
15. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment. The employee is frequently required to lift up to 25 pounds unaided. Occasional travel to local high schools and other locations is required.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.