



Classification Title: Disability Resource Center Testing Coordinator

Department:	Disability Resource Center	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	23
Supervision Received From:	Director, Disability Resources	Date of Origin:	10/2019
Supervision Given:	Direction and Guidance	Last Revision:	10/2019

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.

Provides day-to-day coordination of the activities of the Disability Resource Center's testing center; schedules and oversees the work of short-term and student test proctors and assistants; participates in recruitment, selection and training of testing center proctors and assistants; participates in development of center programs, activities, and procedures; assures the provision of academic testing accommodations for students in accordance with the Americans With Disabilities Act (ADA).

DISTINGUISHING CHARACTERISTICS.

The Testing Center Coordinator is distinguished from Tutoring Center Coordinator by the former's responsibility for coordinating the day-to-day programs, activities and procedures of the Disability Resource Center's (DRC) testing center whereas the Tutoring Center Coordinator performs similar functions for the District's tutoring center.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Coordinates, organizes and oversees the daily operations, activities and services of the DRC's testing center; coordinates center activities; schedules and oversees the work of assigned hourly staff; serves as liaison with District staff in academic areas conducting periodic reviews of the center's programs and activities; participates in development and implementation of operational, administrative, program and policies and procedures; prepares payroll forms for signature and verifies accuracy of the monthly payroll; monitors program budget expenditures to ensure budgeted amounts are not exceeded; maintains an inventory of center equipment and supplies; prepares purchase requests when needed.
2. Coordinates and schedules DRC students' exam appointments for all District locations; determines testing locations, times, and proctors; resolves scheduling, proctoring, and faculty exam submission issues; develops and maintains the testing center's weekly schedule of exams and assigned proctors; reschedules exams and arranges for urgent exam proctoring; orients students and faculty on using the online exam reservation system.
3. Participates in selecting, training and overseeing the work of hourly proctors and center assistants; leads and assists in assigning work of other employees; ensures completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; assists in maintaining a fair and open work environment in accordance with the College's commitment to teamwork, mutual trust and respect; reviews and submits timesheets.

4. Develops and delivers trainings to assigned staff on proctoring protocol, including exam taking behaviors specific to students with disabilities, and intervening and providing guidance to students in crisis in a testing environment.
5. Oversees the secure proctoring and handling of exams issued by faculty to the testing center, including returning exams to faculty; serves as a liaison between faculty issuing exams and DRC students during exams; in accordance with District policies and procedures, respond to issues involving cheating and other violations of academic integrity.
6. Ensures the provision of exam-taking accommodations to DRC students, including the use of alternate media for individuals with disabilities; works closely with DRC counselors and staff to ensure accommodations are implemented appropriately.
7. Serves as a liaison between students and faculty to communicate information about exams; elevates testing accommodations as necessary to the appropriate staff; serves as a liaison with Behavioral Health, the Palomar College Police Department, and DRC faculty and staff to determine appropriate courses of action.
8. Creates and distributes a variety of documents, outreach materials, manuals, and other materials relevant to the DRC testing center, working in conjunction with the Director, Disability Resources and DRC counselors to update relevant policies and procedures.

Marginal Functions:

1. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/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 experience providing academic or administrative support services to students in a college setting.

Education/Training: Equivalent to completion of the 12th grade with college-level coursework from an accredited college or university in education or a related field.

Knowledge of:

1. Operations, programs and services offered through an academic testing center.
2. Instructional techniques and methods applicable to a diverse range of students, including those with physical, emotional and learning disabilities.
3. Alternate media utilized by persons with disabilities within a testing environment.
4. Training development, materials, and methodologies.
5. Modern office practices, procedures, and equipment including computers and applicable software programs.
6. Principles and practices of sound business communication including correct English usage, spelling, grammar and punctuation.
7. Basic research methods and data analysis techniques.
8. Practices and procedures for processing accounting information and interpreting input and output data, including general accounting and associated systems.
9. Basic principles and practices of public administration for budgeting, purchasing and recordkeeping.
10. Principles and practices of serving as a lead to lower-level staff.

Skill in:

1. Organizing, coordinating, assigning and overseeing day-to-day activities and staff of an academic testing center.
2. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
3. Interpreting, applying and explaining policies and procedures and reaching sound decisions in areas of assigned responsibility.
4. Scheduling and assigning work to lower-level staff within a complex academic setting.
5. Screening and assessing student needs and determining appropriate action to be taken.
6. Communicating clearly and effectively, both orally and in writing.
7. Preparing clear, concise and accurate reports, correspondence and other written materials.
8. Operating a computer, enterprise and spreadsheet software and other standard office equipment.
9. Organizing and maintaining specialized records, files and reports.
10. Maintaining confidentiality of student files and records.
11. 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.
12. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
13. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works in a testing center environment where the noise level is 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 of time.

TERMS OF EMPLOYMENT.

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