

MANAGER, SCHOOL OF CONTINUING EDUCATION (SCE) TESTING CENTER

DEFINITION

Under administrative direction, plans, organizes, coordinates, and provides direction and oversight of the School of Continuing Education (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 the 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 the usage of the Testing Center.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

The incumbent plans, organizes, manages, provides direction and oversight, and participates in all operations, activities, and services of the program and is responsible for providing professional-level support to the campus and community in a variety of areas. Assists in planning and development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating assigned work with that of other College departments, divisions, and outside agencies. Responsibilities include performing and managing many of the day-to-day administrative functions.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, coordinates and oversees the daily SCE Testing Center programs, services, and activities; establishes schedules, services, and activities; recommends improvements or modifications; participates in the development and implementation of goals and objectives.
2. Oversees 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.
3. Recommends and implements changes to federal, state, local, and College policy; analyzes and evaluates program compliance updating program as necessary.
4. Acts as liaison between Testing Center and all test companies to coordinate all test proctoring activities.
5. Manages program budget and recommends cost effective strategies, including exploring available grant funds for maintaining program services.
6. Researches and evaluates new test-proctoring opportunities; determines capability of equipment, test times, and facility.

7. Provides 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.
8. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
9. Participates in the development and implementation of marketing strategies to promote assigned programs, projects, and services; plans and coordinates assigned program workshops, presentations, information sessions, and events.
10. Researches and analyzes program data; prepares comprehensive technical records and reports; takes corrective action as necessary.
11. Ensures adequate staffing for the administration of all examinations; ensures confidentiality of test results and recommendations; maintains security of testing materials, timely preparation, and submission of all required records and reports.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Oversees and monitors the administration of tests by proctors; ensures test instructions are accurate and that appropriate testing environments are maintained; ensures that all test administration is carried out in compliance with relevant test vendor policies, regulations, guidelines, and standards.
14. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
16. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
17. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
18. Prepares and delivers oral presentations related to assigned areas as required.
19. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
3. Principles, practices, and service delivery needs of a Testing Center.
4. Critical role in administering high-stakes examinations for a variety of professional and licensing organizations.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Specific procedural steps for the admission and launching of a variety of certification and commercial computer-based tests.
7. Procedures for planning, implementing, and maintaining a variety of Testing Center activities and services.

8. Test and deliver computer stations and test supplies security.
9. Identifying test candidate cheating techniques, and how to prevent and stop them.
10. Different test vendors and the types of tests they sponsor.
11. Computer-based testing needs and procedures.
12. Regulations, policies, standards, and procedures for the administration of certification and other commercial tests.
13. Research and reporting methods, techniques, and procedures; principles and practices of data collection and report preparation.
14. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
15. Management of computerized testing systems, processes, and facilities, including hardware, software, and peripherals.
16. Techniques for effectively representing the College in contact with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
17. 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. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement policies and procedures for the administration of standardized tests.
5. Inspect the work of others and maintain established quality control standards.
6. Oversee and coordinate assigned program operations, services, and activities; identify and implement an effective course of action to complete assigned work.
7. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
8. Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
9. Prepare clear and concise reports, correspondence, procedures, and other written materials.
10. Interpret, apply, and explain applicable College policies, rules, and regulations related to areas of responsibility.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Communicate effectively through various modalities.
13. Understand the scope of authority in making independent decisions.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
16. Maintain confidentiality of records and information.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in Business, Education, or a related field, and
2. One (1) year full-time increasingly responsible experience planning, overseeing, and coordinating program(s) or Test Center.
 - a. Additional years' experience may be substituted for education on a year-for-year basis up to two (2) years.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

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 be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically 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 weighing up to 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 when interpreting and enforcing departmental policies and procedures.