

Administrative Specialist II – Testing Center

\$11.26 per hour

40 hours per week

Monday - Friday, 7 a.m. – 4 p.m.

Applications will be accepted until 5:00 p.m., March 31, 2020, in the Office of Human Resources, Womack 209.

The Administrative Specialist II position is responsible for providing a secure exam delivery and superior customer service in a comfortable, friendly environment.

Duties:

Demonstrating integrity, ethical behavior in working with confidential information and maintain a high level of confidentiality and security of examinees, server, office, vault room, and video tapes.

Maintain and apply expert knowledge of test center policies, practices and procedures

Checking in examinees, verifying identification, and explaining the exam process.

Continuously monitor candidates as they complete exams

Strictly adhering to university and Testing Center policies.

Opening and closing the Testing Center and office.

Updating files and test information.

Performing light housekeeping duties such as vacuuming, sanitizing keyboards, office trash, etc. as needed before and after each use.

Performing clerical duties such as answering the telephone, filing, and maintaining records.

Performing other duties as assigned or deemed necessary.

Skills:

Minimum of one (1) year customer service experience required.

Must be flexible in work hours and days.

Must be comfortable in a quiet testing environment.

Ability to communicate with candidates effectively and with professionalism and authority.

Ability to learn and apply operational and maintenance instructions, and other job documents.

Ability to write detailed reports and correspondence.

Ability to multi-task and handle small tools, pack equipment for shipping or unpack for installation.

Familiarity with Microsoft Windows-based computer programs.

Familiarity with computer programs and applications (including but not limited to MS Office, Outlook, Explorer-web browsing).

Physical Requirements:

Capable of lifting up to 40 pounds

Ability to remain in a stationary position for extended periods of time while administering exams

Ability to perform periodic walk-throughs

Visual requirements include the ability to adjust or focus computer screens and view testing room while proctoring

Frequently positions self to maintain computers in the lab & office setting; including under the desks and in the server closet

Requirements:

Becoming certified to administer all tests provided by the Testing Center.

Taking annual exams to maintain certifications.

Minimum Qualifications:

The formal education equivalent of a high school diploma.

Two (2) years of experience in a specialized or related area applicable to work performed.

Please Note:

The applicant selected for this position will be required to submit to a background screening including criminal background check.

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