



JOB TITLE: ASSESSMENT/TESTING CENTER ASSISTANT

Classification: Classified
Salary Range: 26

Retirement Type: PERS*
Board Approved: September 13, 2004

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of specialized and general clerical and office support duties in support of the District's Assessment/Testing Center programs, functions, and office. Provide quality customer service in a multi-culturally diverse environment and do other related work as required.

The Assessment/Testing Center Assistant is assigned specialized duties in addition to general clerical work of average difficulty. In addition to performing duties similar to Clerical Assistants in the Center, the Assessment/Testing Center Assistant is assigned additional higher-level duties including troubleshooting computer software problems and performing minor computer maintenance on computers and servers in the computerized testing lab. Clerical Assistants in the Center must have a basic understanding of the computer system and have the ability to troubleshoot basic problems. Positions allocated to the Assessment/Testing Center Assistant class, however, have expanded responsibilities beyond this basic point. In addition, positions allocated to this level conduct on-line placement test sessions at various high schools.

REPRESENTATIVE DUTIES:

Participates in coordinating and conducting hands-on training for the College's outreach counselors and recruiting staff to administer on-line placement tests at various high schools.

Conduct on-line placement test sessions at various high schools; evaluate available computer and network equipment to determine compliance with minimum system requirements; set-up available personal computers or administration of the on-line testing; instruct students in correct procedures and proper usage of PCs and software.

Provide assistance to students during the exam; troubleshoot general software, personal computer, and network related problems throughout exam administration; consult with on-site network administrator/technician to resolve personal computer and network related problems.

Interpret and explain placement test results and course qualifications to each student; answer student questions regarding admission/matriculation requirements and available services at El Camino Community College District; edit and compile student placement test records for on-line testing sessions.

Administer, proctor, and maintain records of various assessment instruments for paper-pencil based group examinations as well as computerized testing on a network of computers at the assessment/Testing center; sign-up students to take exams; provide assistance and instruct students on correct procedures for completion of computerized exams and on assessment test forms for paper-and-pencil exams.

Prepare and maintain test records and score rosters; generate assessment related statistical data.

Score paper and pencil exams; prepare result cards according to established procedures.

Troubleshoot routine computer software problems and perform minor computer maintenance on computers and servers in computerized testing lab; generate computerized reports from network server; edit and create student databases.

Assist with the selection, training, and oversight of non-certificated temporary employees.

Perform a full range of general clerical duties in support of assigned operations and programs; post information to operational, business, and student records; type, screen, proofread, and duplicate a wide variety of documents; receive, sort and route mail; sort and file documents and records according to predetermined classifications, maintaining alphabetical, index, and cross-reference files.

Answer the telephone and perform receptionist duties including assisting students, faculty, staff, and the general public; provide information and refer callers and visitors to appropriate personnel and offices as required.

Make basic mathematical calculations in the performance of duties.

Operate standard office equipment including a typewriter, personal computer, copier, and other office equipment.

Perform other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school supplemented by specialized or college level course work related to area of assignment and two years of clerical experience performing duties similar to those described above or any combination of training, education, and experience that would provide the desired knowledge and ability to carry out successfully the assignments of the position.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Testing instruments and procedures including computerized placement testing software.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Basic computer network operating systems.

Principles and practices used to establish and maintain files and information retrieval systems.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Receptionist and telephone techniques and etiquette.

Abilities/Skills:

Perform a variety of specialized and general clerical work of average difficulty involving the use of independent judgment and personal initiative.

Understand the organization, operation, and services of the Assessment/Testing Center and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and departmental policies and procedures.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Troubleshoot routine computer network, hardware, and specialized software problems.
Adapt to changing technologies and learn functionality of new equipment and systems.
Train staff in the use of applicable software applications.
Accurately keyboard, type and proof work.
Compile data, maintain records and files, and participate in the preparation of administrative or technical reports.
Compile, generate, formulate, and organize assessment related data for various institutional uses as well as for non-campus sources.
Plan and organize work to meet changing priorities and deadlines.
Respond to requests and inquiries from the general public.
Meet critical deadlines while working with frequent interruptions.
Work independently in the absence of supervision.
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
Understand and follow oral and written instructions.
Operate a variety of office equipment such as a typewriter, computer terminal, calculator and copier.
Follow oral and written direction.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Licenses or Other Requirements:

Valid California driver's license.

WORKING CONDITIONS:

Typical office setting.
Some travel may be required.
Hand and finger dexterity to operate various office equipment.
Extensive computer work
Long periods of standing and sitting.
Lift and carry up to 25 lbs.
Move from one work area to another as needed.
Extensive interaction with students and the general public.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.