

# **TESTING SERVICES COORDINATOR**

Lacombe Campus – STEM Campus

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled in Lacombe-STEM.

**Applications will be accepted until position is filled, with preference being given to those received on or before July 13, 2018.**

**All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

**To apply please submit:** (1) a letter of application, (2) a resume and (3) official transcript to:

**Attention: Hiring Manager**  
**Northshore Technical Community College**  
**65556 Centerpoint Boulevard**  
**Lacombe, LA 70445**  
**Telephone number: 985-545-1262**  
**Email: [veronicaflynn@northshorecollege.edu](mailto:veronicaflynn@northshorecollege.edu) or [hr@northshorecollege.edu](mailto:hr@northshorecollege.edu)**

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## **SUMMARY:**

The Testing Services Coordinator is responsible for the operation and/or coordination of the college's external testing program to always include HiSET testing.

## **REQUIRED QUALIFICATIONS:**

Bachelors Degree in Counseling/Testing, Business and Marketing preferred.  
Experience with standardized test administration and test security.

## **RESPONSIBILITIES:**

1. Coordinate and administer all computer and paper based standardized tests offered by NTCC's Testing Services including HiSET, Praxis, Accuplacer, and additional industry based testing.
2. Facilitate the implementation of new testing services and satellite testing sites.
3. Meet all requirements and test safety expectations of contracted testing providers.
4. Grow testing offerings and test center revenue.
5. Maintain testing sites that are professional and accessible.
6. Market available tests to the public.
7. Travel to test administrations throughout the Northshore area.
8. Work with community partners to assess testing needs.
9. Report income and testing results on a regular basis.
10. Regularly check voicemail for messages and return calls as needed.
11. Other duties as assigned by supervisor.

## **POSITION QUALIFICATIONS:**

- No involvement with any Adult Education Programs (ABE), HiSET Preparation Programs, nor have direct contact with Junior High or High School students as a teacher, substitute, paraprofessional, or volunteer in any Louisiana Parish.
- Microsoft Office
- Strong Organizational Skills
- Record Keeping experience
- Personable with great communication skills.
- Team player.
- Highly motivated.

### **Skills/Abilities/Knowledge:**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: analytical skills, applying assessment instruments, interpersonal skills, planning and managing projects, preparing and maintaining accurate records, quality customer service skills, using pertinent software applications, verbal and written communication skills, customer and student focus, supervisory and management skills, diplomacy skills, presentation skills, collaborative skills, and strong organizational and planning skills. In addition:

- Commitment to quality and integrity
- Exceptional skills in communications and interpersonal relations
- Ability to forge successful relationships and partnerships

KNOWLEDGE is required to perform advanced math and accounting methods; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions.

ABILITY is efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and Banner. Communicate effectively and appropriately. Maintain confidentiality of records and information. Interact in an effective and appropriate manner with diverse populations, the College community and the public. Detect and correct grammatical and spelling errors in written correspondence. Maintain files accurately, in paper and in software programs. Handle multiple tasks simultaneously. Effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner. Schedule, administer and/or score various national, state and local standardized tests. Accurately prepare and process records, requisitions and reports. Properly maintain budgetary accounting records. Respond to and work effectively and efficiently in a multi-tasking environment. Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must establish and maintain effective working relationships. Excellent customer service skills.

**Equipment Used:** Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.)

**Software Used:** A variety of word-processing, spreadsheet, database, e-mail, and presentation software. Employee must have basic to intermediate proficiency in the use of Microsoft Office Suite. Experience in Student information systems as well as is preferred.

### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms.

**INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

Exhibit qualities of emotional maturity, genuineness, self-confidence, common sense, judgment, fairness, creativity, discretion, decisiveness, political savvy, diplomacy, tact, resiliency, adaptability, course of convictions and tolerance for ambiguity. Demonstrated behavioral expectations include:

- Unquestioned integrity and trustworthiness
- Commitment to the College's mission and strategic plan, as well as missions and strategic plans for each campus/site
- Ability to work with cross-functional teams and to foster teamwork.

**WORKING CONDITIONS:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

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**Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.