Position Description: Test Proctor

**Division:** Student Services  
**Department:** Student Services  
**Supervisor's Position:** Director, Academic Coaching and Enrollment  
**FLSA Status:** Non-Exempt

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required by the position. Duties will be modified as needed; work assignments and schedule are based on the needs of the college.

**Job Summary:**

The primary responsibilities are to test current students and other customers for all campuses of WATC. These responsibilities include ensuring highly student-focused student testing processes that comply with applicable laws, regulations, accreditation standards, Board policies, and WATC objectives and operating procedures. Coordinates logistics for testing; ensures that facility area is scheduled and all equipment is prepared as needed. The Test Proctor performs duties and provides coverage at any of WATC’s three campuses or other satellite locations, as assigned.

**Essential Duties and Responsibilities:**

1. Administers educational assessments for college placement, certification, and business and industry in accordance with pre-set standards.
2. Provides direction to students and other customers about different aspects of testing in order to educate them about the importance of testing in the academic environment.
3. Oversees testing materials. Maintains and inventories testing supplies and recommends replacement of supplies and/or equipment when necessary. Coordinates logistics for the testing center including proctor scheduling.
4. Acts as a liaison between the college and prospects to encourage them through the admissions process.
5. Performs data entry of student placement scores into Banner. Maintains daily lab usage data. Compiles and prepares data for reporting requirements and special reports as needed.
6. At all times, engages in legal compliance, policy compliance, ethical behavior and safety in the WATC workplace.

**Education, Experience, Knowledge & Skills Needed**

- High school diploma required. Some college is preferred.
- Minimum of three years' work experience is required. Prior employment experience within a higher education setting is preferred.
Experience working with under-prepared and diverse populations preferred.
Proficient in the use of Outlook, Word and Excel are required. User-level knowledge of SharePoint preferred and must be acquired within the first 3 months of employment in the position.
Ability to learn and effectively utilize Student Services software, such as Banner, is required. Banner skills and knowledge must be acquired within one month of entering the position.
Ability to trouble-shoot problems and/or issues and to communicate issues to appropriate WATC personnel.
Ability to exactly follow written directions and the ability to maintain high standards of confidentiality.

Other Position Requirements:
1. This position requires employee access to academic materials of a confidential nature. While in this position an employee who is a student or contemplating becoming a student, will provide a copy of the students class schedule on a semester basis to his/her Testing department supervisor as well as inform the instructor for such course(s) that they are an employee in the testing center.
2. An employee who is also a student will never proctor their own exam, nor any exam for a family member(s).
3. Works effectively and productively as a team member. Keep others informed of information needed. Treats others with respect, maintaining a spirit of cooperation.
4. Maintains effective and professional verbal and written interactions with peers, customers, supervisors and other staff. Uses diplomacy and tact in dealing with difficult situations or people. Demonstrate effective listening skills. Is receptive to constructive feedback.
5. Maintains acceptable overall attendance record, to include department meetings, all-employee meetings/trainings as required. Ensures appropriate notification to supervisor for absences, and ensure that work is covered. Is flexible in work schedule when needed.
6. Produces quantity of work necessary to meet job requirements.
7. Demonstrates the ability and willingness to handle new assignments, changes in procedures and business requirements. Identifies what needs to be done and take appropriate action.
8. Completes assigned work; meets deadlines without reminders/follow-up from supervisor or others.
9. Performs work conscientiously with a high degree of accuracy.
10. Participates in at least 20 hours of professional development activities to remain current with industry trends and advancements.

Working Conditions:
Daily attendance is required to meet the needs of students and prospective students. Attendance is required at meetings and in-services some of which may be out of the area. Schedules may fluctuate to accommodate student needs, deadlines and delivery of services. Long periods of sitting or standing will be required. Sufficient vision and hearing are required to complete the work and interact with students, staff, faculty and the public. Independent travel to by car and public carrier is required to enable flexibility to work at alternate campuses when needed. Evening and weekend work may be required. Work schedule will be as needed and required by administration to accomplish assigned duties.

__________________________________  
Employee Printed Name

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