

Job Description

Position Title: Manager, Testing Centers

Job Group: Academic Affairs

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Manager, Testing Centers provides leadership, administrative direction, and support across a college-wide division consisting of Testing Centers located at five campuses and supports Santa Cruz, Davis-Monthan, and Adult Ed Learning Centers. Provides strategic planning, develops programs, implements processes, and provides oversight for assigned locations.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides strategic planning, program development and process implementation across campuses, offsite locations, learning centers, and off-site community locations.
2. Monitors and ensures strict compliance to testing policies and procedures according to college, local, state, national, and vendor rules and regulations.
3. Coordinates testing at community partner locations including Pima County OneStop, businesses, and multiple high schools.
4. Supervises testing team to support College strategic plans. Prioritizes and assigns work, ensures staff training, conducts performance evaluations, and makes hiring, termination, disciplinary recommendations.
5. Develops, monitors, negotiates, and oversees department budget. Writes contracts, seeks revenue opportunities, and oversees billing.
6. Manages district testing center facilities, technology, and access.
7. Plans and manages special projects within the division; offers software implementation and maintenance.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

- Knowledge of internal and external customer service principles and practices
- Knowledge of principles and methods for promoting programs and services
- Skill in budget/resource management
- Skill in organization, coordination and management

- Skill in people leadership and supervision
- Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
- Skill in positive, productive and flexible customer service
- Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field required
 - Three (3) to Five (5) years of related experience required.
 - Five plus (5+) years of related experience preferred.
 - One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours