



Job Description: Testing Center Coordinator

Location: Arkansas State University-Mountain Home, Mountain Home, Arkansas

Reports To: Dean of Students

Salary: \$28,080

GENERAL DESCRIPTION OF POSITION

The Testing Center Coordinator plays a pivotal role in ensuring the efficient operation of testing services at Arkansas State University-Mountain Home (ASUMH). This is an entry-level position that not only oversees the day-to-day activities of the testing center but also serves as a backup resource for Admissions, transcript evaluations, and concurrent enrollment processes. The coordinator must possess strong organizational skills, attention to detail, and a commitment to providing exceptional customer service to students, faculty, and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Testing Center Management:

- Maintain testing schedule and proctor all testing activities including placement tests, certification exams, and accommodated testing.
- Ensure adherence to testing policies, procedures, and security protocols.
- Enforce security policies for all exams given. If necessary, prepare documentation of cheating or dishonesty to assist in student discipline process.
- Interpret test results for any individual taking the placement exams and any other assessment as needed. The coordinator is responsible for counseling students/clients appropriately based on the results.
- Manage testing center equipment, software, and supplies; troubleshoot technical issues as needed.
- Consult with outside testing agencies, colleges, and universities for assessment of the latest procedures and technology to ensure efficient testing services to students and faculty. In addition, consult with outside agencies in the Twin Lakes Area on various community testing needs.

Admissions and Transcript Evaluations:

- Assist with processing applications, reviewing admission requirements, and evaluating transcripts.
- Provide information and support to prospective students regarding admission procedures and requirements.
- Collaborate with Admissions staff to ensure timely processing of documentation.
- Conduct evaluations of transfer credits and course equivalencies based on college policies and guidelines.
- Work closely with academic departments to determine course placement and degree requirements.
- Maintain accurate records of transcript evaluations and communicate outcomes to students and academic advisors.

Concurrent Enrollment Assistance:

- Serve as a point of contact for concurrent enrollment students, parents, and high school partners in regards to placement testing and other documents needed.
- Ensure placement testing is done for each student who is considering concurrent courses in an upcoming semester.
- Work with the Concurrent Enrollment Coordinator to ensure timely processing of documents and registrations.

Customer Service and Communication:

- Provide courteous and knowledgeable assistance to students, faculty, and staff regarding testing, admissions, transcript evaluations, and concurrent enrollment.
- Respond promptly to inquiries via phone, email, and in person; resolve issues and escalate as necessary.
- Foster a welcoming and supportive environment for all individuals utilizing testing services.

QUALIFICATIONS

- Associates degree or equivalent experience resulting in broad knowledge of a field related to the job.
- Strong organizational skills with the ability to manage multiple tasks and prioritize effectively.
- Excellent interpersonal and communication skills; ability to interact professionally with diverse populations.
- Proficiency in computer applications including Microsoft Office and student information systems.
- Commitment to upholding confidentiality, integrity, and compliance with college policies and regulations.

NOTE: This job description is intended to provide a comprehensive overview of the Testing Center Coordinator position at ASUMH and is subject to change based on the needs of the institution and the evolving landscape of higher education.