

POSITION DESCRIPTION

JOB TITLE: ACADEMIC SUCCESS AND TESTING SPECIALIST

DEPARTMENT: STUDENT SUCCESS CENTER (SSC)

DIVISION: STUDENT AFFAIRS

SALARY RANGE: \$38,343 - \$52,867, COMMENSURATE WITH EDUCATION AND EXPERIENCE

FLSA: EXEMPT

IMMEDIATE SUPERVISOR: STUDENT SUCCESS CENTER DIRECTOR

SCHEDULE DETAILS: PROFESSIONAL/FULL-TIME/12 MONTH POSITION/PUBLIC SCHOOL RETIREMENT SYSTEM

DATE OF LATEST REVIEW/REVISIONS: October 7, 2020

Position Summary

The Academic Success and Testing Specialist will develop and implement a comprehensive academic support program to students through one-to-one and small group meetings focusing on the skills, strategies and behaviors needed for academic success. This position will serve as a Tutor Coordinator for the peer-tutoring program and manage the online tutoring program. The Specialist will serve as an exam and standardized tests proctor in the Testing Center.

Essential Job Duties

- Provide individual academic support to students identified as at-risk for academic success through the Early Academic Alert System, such as study skills, notetaking skills, test taking strategies, etc.
- Develop a comprehensive peer tutoring program. Advertise, recruit, hire, train, monitor, supervise, assign, evaluate, pay, assess and recognize peer tutors.
- Monitor and approve peer-tutor timesheets and work with SSC Administrative Assistant to complete peer-tutor payroll in a timely manner.
- Assess individual student learning and motivation to determine best fit support for academic success.
- Maintain and evaluate online tutoring platform (currently offered through a third-party tutoring platform) and be point of contact for company representatives and student users.
- Collaborate with stakeholders including faculty, coaches, grant-funded programs and Center Directors to ensure that tutoring services are meeting the needs of their student population.
- Create workshop presentations for academic success topics as requested by faculty or special support programs.
- Develop, promote and distribute information for students regarding academic success behaviors.
- Refer students to appropriate departments/instructors, as necessary.
- Assist students with a variety of academic software programs utilized at Crowder College including textbook platforms.
- Serve as the primary backup to supervise and manage the day-to-day operations of the SSC Testing Center.
- Collaborate with the SSC Testing Center Specialist to ensure proctoring services are provided for all examinations and standardized tests.
- Maintain professional development and stay informed on all testing policies and regulations.
- Coordinate ACT Residual testing in cooperation with the SSC Testing Specialist to provide test sessions for applicants of the Crowder Nursing, Veterinary Technology and Occupational Therapy Assistant programs.
- Serve as a weekend proctor/examiner as needed for standardized testing such as HiSET, ACT Residual or graduation exit examinations.
- Provide testing assistance or training at any of the Crowder College testing location, as needed.
- Participate on college committees as requested.
- Other duties as assigned by the SSC Director.

Required Knowledge, Skills & Abilities

- Bachelor's degree in education, psychology, counseling, curriculum and instruction or a related field
- A minimum of three years experience in student services or similar programs

- Must meet the minimum requirements to become an approved proctor/examiner for all testing products
- Operate office machines including computers, servers, scanner, copier, fax, calculator and variety of software
- A working knowledge of learning styles, learning strategies, study skills and best practices for academic success programs
- Ability to multi-task and remain calm during frequent interruptions
- Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public

Preferred Knowledge, Skills & Abilities

- Master's degree
- Previous working experience in a community college setting

Information Technology Abilities

- Ability to operate a personal computer using the Windows environment
- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system
- Ability to use E-mail and associated calendaring/scheduling applications
- Ability to utilize Microsoft Word products such as Word, Excel and Powerpoint
- Ability to manage online tutoring platform.
- Ability to use specialized testing programs as needed
- Ability to perform basic Jenzabar functions
- Ability to use and manage online test registration software as needed

Positions Supervised

- Tutors

Working Environment

- Work is performed primarily in an office environment and may involve frequent interruptions and distractions.
- Indoor office environment with little exposure to excessive noise, dust, and temperature changes.
- May require extended periods of time viewing computer monitor or standing.
- Responsibilities may require an adjustment of working hours occasionally, evening and/or weekend work depending upon the job assignment and time of year.
- A neat appearance and appropriate business apparel are required.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Sedentary work involving sitting most of the time, but will occasionally involve mobility within the office and the building.
- May sit at workstation up to four (4) hours at a time.
- Sufficient dexterity to operate keyboard and desktop calculator.
- Input, access and distribute information using computers/video display terminal.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear.
- Specific vision abilities required by this job include close vision.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Creative and Analytical Skills

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to devise or modify methods or processes to solve specific problems.

Language/Communication Skills

- Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.

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