

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Test Proctoring & Accommodations Coordinator **Department:** Student Accessibility Services

Location: SJCC

Date: 10/9/2019

POSITION PURPOSE

Under the direction of assigned administrator, the Test Proctoring and Accommodations Coordinator is responsible for the proctoring of tests and exams taken at the Student Accessibility Services (SAS) office or other campus locations; assists with note-taking accommodations and provide support for front office reception duties. This position also oversees a wide variety of administrative activities and assists in providing access and reasonable accommodation for students with educational limitations.

KEY DUTIES AND RESPONSIBILITIES:

1. Perform general administrative support to the program and facilitate communication between students, faculty and staff to enable students with educational limitations to participate in the instructional process.
2. Provide information to students, college personnel and the public regarding program eligibility, services, resources and support; explain policies, procedures and student responsibility.
3. Coordinate test proctoring services; schedule and administer exams, ensure secure, timely and accurate storage and delivery of exams, enforce and convey testing guidelines to students and faculty.
4. Provide quarterly analysis for test-proctoring services to identify concerns, patterns and tendencies to provide optimal service to students with educational limitations and assist the assigned administrator in making updates in policies and procedures based on data.
5. Assist in the development of program policies and procedures and accompanying forms. Maintain, prepare and organize forms and student records for the program.
6. Perform and coordinate general front office activities including answering the phone, e-mail communication, filing, and assisting in the preparation of reports and program correspondence.
7. Communicate with program staff and students regarding needs, concerns and problems; assist in researching alternatives and developing workable solutions.
8. Coordinate note-taking accommodation; organize and administer the SAS notes accommodations program for students.
9. Recruit and train student note-takers and track outstanding notes requests.
10. Participate in program meetings and events; prepare meeting agendas and minutes.
11. Arrange for the provision of adaptive equipment and furniture for classroom accommodations, and maintain records of such equipment and furniture.
12. Collect and maintain statistical data related to program participation, services provided, academic progress of students, program achievements, and MIS reporting.
13. Maintain program accounts and perform regular bookkeeping such as purchasing, printing out budget reports, and creating budgetary documents.

14. Assist in selecting, training and overseeing student assistants; process new hire forms and review timesheets; assist in directing and reviewing the work of student assistants to accommodate the needs of program participants.
15. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Basic operations, services and activities of assigned program.
2. Pertinent federal, state and local laws pertaining to community college and disability-related services and programs.
3. Familiarity with and understanding of the Americans with Disabilities Act (ADA) and other applicable regulations concerning access to programs, services, and facilities by persons with disabilities.
4. Various disabilities.
5. College, community resources, and social service organizations available to students.
6. Alternative instructional processes, adaptive devices and other reasonable accommodations for student with disabilities.
7. Principles and procedures of record-keeping, book-keeping and basic report preparation.
8. Modern office methods and equipment including computer terminal usage and office application software.

Skills and Ability to:

1. Work effectively with faculty and staff from diverse disciplines.
2. Adept at interacting with diverse populations, including those who experience disabilities.
3. Evaluate requested accommodations and schedule services.
4. Prepare and maintain reports, records, data, files, and logs.
5. Perform duties with constant interruptions, demanding compliance issues and timelines.
6. Establish and maintain cooperative and effective working relationships with staff, students and others.
7. Understand and use office administrative practices and tools including: computers, websites and other applications related to the program.
8. Determine work priorities and the ability to work independently and follow through on tasks.
9. Recruit, train, and supervise student assistants.
10. Work with attention to detail and independently with minimum supervision.
11. Maintain confidentiality of sensitive information.

Experience and Education:

1. Bachelor's degree or equivalent in related field.
2. Two years of related work experience preferably in providing services to people with disabilities at the adult level.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

WORKING CONDITIONS

1. Typical office environment.

Board Approved: 10/8/19

Salary Range: 96

EEO Category: 2B3 –Technical/ Paraprofessional