

ASSESSMENT CENTER SUPERVISOR

SALARY GRADE: C4-66

DEFINITION:

Under general supervision, provide overall direction and guidance to the day-to-day operation, problem solving, and decision-making regarding the Assessment Center. Plan, organize and coordinate projects and assignments related to the Assessment Center; provide for program reporting and accountability; train, supervise, and evaluate the performance of assigned personnel.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide overall direction and guidance to the day-to-day operations, problem solving and decision-making regarding the Assessment Center; implement program policies, directives and guidelines according to district, federal, and/or state guidelines.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
8. Coordinate the delivery of state-mandated tests and college placement tests.
9. Review guidelines, policies and instructions related to placement testing, registration and counseling with students prior to placement tests; assist students with registration status; schedule, administer and provide individualized results for tests in English writing, English reading or ESL courses to determine eligibility.
10. Research, maintain, modify, and improve technological delivery systems and methods and operations for the Assessment Center and its objectives; monitor, troubleshoot and adjust computer screens for placement, prerequisites and linked courses.
11. Create student placement and appeal process; convene hearings of student appeals and prepare decisions.
12. Plan and coordinate the development and implementation of testing procedures and policies in collaboration with division deans, department heads and program directors; resolve placement issues; consult with departments regarding testing theory and practice; develop and design assessment surveys.

13. Collaborate with division deans, department heads and program directors to prepare, evaluate and verify that activities of all testing programs meet the appropriate technological criteria/requirements for test validity, reliability and security; provide for program reporting and accountability.
14. Research and keep current with emerging trends in assessment, including software available for testing; make recommendations for purchase of software and equipment to administration.
15. Prepare, compile and provide various statistical reports for college administrators, managers, departments and divisions; generate district matriculation statistical reports related to matriculation and assessment; access the student information system (SIS) to extract specific student, class and course information for analysis and reporting.
16. Organize and facilitate meetings regarding the Assessment Center with administrators, faculty, staff and students.
17. Provide information to staff, faculty, the general campus community and the public; plan, coordinate and prepare a variety of materials used in program literature, marketing, catalogs and brochures.
18. Coordinate and organize staff training and in-services.
19. Participate in the development and preparation of the annual preliminary budget for the department; monitor and assure program expenditures are within allocated budgets; propose budget changes.
20. Maintain currency on assessment issues through participation in activities of related state and local organizations; maintain communications with other Assessment Centers throughout the country; promote the Assessment Center through membership in appropriate organizations; attend meetings and conferences regarding Assessment Center delivery methods.
21. Establish appropriate linkages to special populations and community groups served; collaborate and cooperate with local area high schools.
22. Develop and update Assessment Center policy, manuals and directives according to district, federal and/or state guidelines; review existing policies, practices, guidelines and structure of testing programs to support academic policies and college objectives.
23. Perform special projects; analyze needs, develop solutions and establish timelines.
24. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Planning and coordinating the day-to-day activities related to the functions and activities of Assessment Center.
2. Psychometrics in assessment testing.
3. Placement testing and registration policies, procedures and regulations.
4. Administrative survey techniques, operations and systems analysis, statistical and research methods and design and analytical strategies and techniques typically used in institutional research.
5. Development and presentation of programs and workshops.
6. Budget preparation and control.
7. Oral and written communication skills.
8. Grant coordination and monitoring.
9. Technical aspects of assessment and testing.
10. Principles and practices of supervision and training and providing work direction to others.
11. Interpersonal skills using tact, patience and courtesy.
12. Record-keeping techniques.
13. Modern office practices, procedures, equipment and assigned software.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide overall direction and guidance to the operations, problem solving and decision making of the Assessment Center.
3. Interpret, apply and explain rules, regulations, policies, procedures, objectives and goals of the Assessment Center.
4. Interpret and evaluate results to develop sound conclusions and recommend new or revised policies.
5. Provide for program reporting and accountability.
6. Prepare comprehensive program reports and reviews.
7. Train, supervise, and evaluate performance of assigned personnel.
8. Meet schedules and timelines.
9. Establish and maintain cooperative and effective working relationships with others.
10. Operate a computer and assigned office equipment.
11. Coordinate and support special projects.
12. Plan and organize work.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in a related field
2. Five (5) years related work experience.

Preferred Qualifications:

1. Master's degree.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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