

**TVTC
Course/Exam Proctor
JOB SERIES 0005**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Pay Scale \$13.00 to \$15.00 per hour. TVTC Hourly Position Level 1

DEFINITION

The job of the course/exam proctor is to proctor a variety of courses and exams at the TVTC. Maintains confidentiality and security of testing materials and other test documents.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Operations Branch Manager.

ESSENTIAL FUNCTION STATEMENTS – *Essential duties may include, but are not limited to, the following:*

Essential Functions:

1. Must be vigilant and able to pay close attention to cheating or prevention of cheating.
2. Must be able to administer and enforce TVTC testing rules and guidelines.
3. Work with students that have need of special accommodations.
4. Maintains security and integrity of testing materials and confidentiality.
5. Maintains a quiet atmosphere appropriate for testing.
6. Track and verify completion of courses by students and verify “passing” test scores.
7. Assist with other TVTC operational duties to include student registration and public or TVTC center events.
8. Other duties as assigned.

QUALIFICATIONS

Knowledge:

Basic office procedures, methods and computer applications.
Principles and procedures of filing, accounting and data entry.
English usage, spelling, grammar and punctuation.
Basic arithmetic.

Abilities/Minimum Qualifications

Have excellent observational and interpersonal skills.
Must be detailed oriented, organized and handle detailed paperwork.
Maintain the utmost confidentiality of company and client information.
Learn to correctly interpret and apply Company policies and procedures.

Perform general clerical work.
Type and enter data into the computer at a speed necessary for successful job performance.
Operate standard office machines including a computer.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain cooperative working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Sitting for extended periods of time*
- *Operating assigned equipment*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*
- *Reading and writing*
- *Operating assigned equipment*

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some customer service and/or registration experience is a must.

Training:

Basic Orientation Plus
Current TVTC registration procedures.
Orientation to TVTC software systems.

Full Performance Level for This Position

Registration/Customer Service Specialist

WORKING CONDITIONS

Environmental Conditions:

Office environment; works with computers.

Physical Conditions:

Essential functions require maintaining physical condition necessary for sitting and/or standing for prolonged periods of time.

Employee Understanding

I have read and understand the written description of the aforementioned job requirements and essential job duties I have been hired to perform.

I understand that they are not all inclusive and I may be required at times to perform other duties in the organization as the need(s) may arise.

I understand that I may be required to perform these job functions at the TVTC site or at a customer location.

I understand that my job duties may require me to work overtime or to occasionally travel, to include overnight stays on rare occasions.

Employee Signature_____

Employee Name Printed_____

Date_____

HR/Management Signature_____

Date_____