



## STUDENT EMPLOYMENT OPPORTUNITY

**Job Title:** Testing Facilitator/Clerk

**Rate of Pay:** \$7.95

**Begin Date:** 08/22/11

**End Date:** 05/11/12

**Work Site:** Neal Campus Kingman, Bldg. 107

**Supervisor's Name:** Shirley Johnson-Craft

### List specific duties performed on a regular basis.

1. Proctor Exams.
2. Administer testing.
3. Schedule appointments.
4. Input information into database.
5. Greet customers through telephone calls and face-to-face.

### List skills and qualifications needed.

1. Excellent customer service skills.
2. Good communication skills; listening, verbal, and written.
3. Basic computer skills; willing to learn other software programs supported by the testing center.
4. Willing to learn specific policies and procedures related to the testing center.
- 5.

### List things a supervisor would like a student employee to understand about working in this department.

This position is highly visible and meets with customers throughout the entire day. Ability to multi-task and willingness to work flexible schedule during peak periods in the office, in classrooms and off-campus. Committed to providing excellent customer service and able to maintain confidential information. Ability to follow directions and enforce testing policies and procedures.