

Job Description
WESTERN OKLAHOMA STATE COLLEGE

Job Title: Testing Specialist

Qualifications

Education: High-school diploma or GED required. Associate or Bachelor's degree preferred

Credentials: None

Special Knowledge, Skill, or Ability: Computer proficiency; oral and written communication skills, including the ability to compose correspondence using proper spelling and grammar. Ability to deal extensively and effectively with a wide variety of individuals using excellent interpersonal, listening, and communication skills. The ability to problem-solve and adapt to any situation in a professional, respectful manner. Must have the ability to adhere to a strict code of confidentiality and ethical code of conduct. Knowledge of higher education software (Ellucian, POISE, Canvas, etc.) or testing/assessment software (PearsonVue, ACT, Accuplacer, etc.) is preferred.

Reports to: Director of Testing & Library Services

Training or Experience Required: Must have experience in a customer service-related field or environment working with diverse individuals. Experience analyzing information to identify and define problems/alternatives and developing recommendations. *Preferred:* Experience in an education setting. Experience in a testing center or in higher education is highly preferred.

Job Goal (Purpose of Position): In support of the Western Oklahoma State College mission, the Testing Specialist serves as the manager of the Testing Center. The position manages the administration of college and external exams and assessments, and supervises testing staff while providing a welcoming and service-oriented environment for students, staff, faculty, other institutions of higher education, customers, and members of the community.

Performance Expectations and Essential Job Functions:

To succeed in this position, the incumbent/employee will need to:

- Oversee the daily operations of the Testing Center.
- Assist in supervising Testing Center employees, including scheduling
- Assist Director in ensuring all staff and proctors maintain up-to-date certifications and access credentials to testing platforms.
- Serve as the liaison for all testing and assessment vendors.
- Open/Close testing site as needed and manage Western's schedules for all vendors.
- Serve as the liaison for all colleges and universities Western assists with testing and proctoring to cultivate growth of services among other colleges and universities in the future.
- Assist and supervise proctoring services to campus partners, such as the Oklahoma Department of Corrections, when necessary.

- Handle complaints in a respectful, professional, and customer-friendly way.
- Troubleshoot computer and IT issues and work closely with the IT department to get them resolved quickly.
- At the direction of the Director, may serve as the National ACT Testing Coordinator on behalf of Western Oklahoma State College.
- Responsible for the confidentiality and security of supplies, files, identities, and records.
- Use creativity, innovation, and initiative to identify solutions to problems
- Interpret policies and procedures and follow predetermined solutions established by higher-level supervision or operating procedures.
- Serves on committees and participated in professional development and college trainings as required.
- Maintain professional appearance.
- Performs other duties as assigned.

Contact with Others: An incumbent in this position has regular contact with persons within the college and with community partners, such as Southwest Technology Center and Altus Air Force Base, which requires tact and diplomacy, independent judgment, and problem solving; making; interpreting policies and procedures based on experience.

Supervision exercised: None

Physical/Mental Demands and Work Environment: Other than those physical/mental requirements included in the essential functions: Must be able to communicate on the telephone, via email, and in person. Employee may often be required to stand for periods, stoop, kneel, or crouch. The employee may be frequently required to lift and/or move up to 10 lbs. and occasionally required to lift and/or move up to 25 lbs. Position may require rare night and weekend commitments.

EVALUATION: Performance of this job will be evaluated in accordance with Board Policy.

New 05.08.22

Updated 7.22.2026