

TITLE	CLASSIFICATION	SALARY RANGE
Director, Assessment Services & Student Success Technology	Management Team Classified Supervisory	17

SCOPE OF POSITION:

Under the direction of the Dean, Student Success, Equity and Retention, plan, organize, and direct the operations of placement assessment, General Education Diploma (GED) testing, distance education proctoring, and other testing services provided at the District Testing Centers and off-campus locations; collaborate and coordinate with District departments to develop and implement student success technologies that deliver support services to distance education students; train, supervise and evaluate the performance of assigned staff.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provide supervisory oversight in the planning, monitoring and updating of a responsive testing service schedule and appropriate staffing; may administer placement assessment and GED testing.
2. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
3. Collaborate with Information Technology to develop, implement and maintain technology solutions for effective delivery of testing services.
4. Provide leadership in planning, developing, implementing, and evaluating comprehensive student support technologies and services delivery for distance education students in collaboration with Academic Affairs, particularly Distance Education, and other departments; collaborate in implementation of District Student Success and Equity initiatives.
5. Coordinate research initiatives related to assessment and ensure compliance with applicable State regulations and District policies.
6. Utilize statistical reports and other outcome measurements to evaluate program effectiveness, including the preparation of the District Program Resources Planning Process (PRPP) for Assessment and area Student Learning Outcome assessment.
7. Collaborate with faculty and staff to investigate, evaluate and adopt innovative and responsive placement assessment methodologies and preparation workshops for accurate course placement.
8. Collaborate with high school and community partners to develop testing facilities and deliver assessment services at off-campus locations.
9. Coordinate and deliver training for faculty and staff related to the State-wide Common Assessment Initiative and other assessment programs.
10. Supervise the GED Testing Centers as a certified administrator; serve as District liaison with GED testing agencies and related State agencies.
11. Oversee the District Distance Education proctoring services.
12. Coordinate community testing services, including SAT examinations.
13. Provide technical expertise, information and assistance to the Dean regarding assigned functions; assist in the formulation and development of policies, procedures and programs.

KEY DUTIES AND RESPONSIBILITIES – Continued

14. Plan, organize and implement long and short-term programs and activities designed to develop assigned programs and services.
15. Direct the preparation and maintenance of narrative and statistical reports, records and files related to personnel and assigned activities.
16. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.
17. Develop and administer the area budget, including the District and State categorical funds to ensure compliance with State and District guidelines; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.
18. Oversee the department webpage and other communication channels.
19. Serve on District and state committees or taskforces.

KNOWLEDGE OF:

1. Applicable State and Federal regulations related to placement assessment and other testing services.
2. Policies and procedures of various testing agencies.
3. Accreditation standards related to assessment and other student services.
4. Program review and evaluation processes.
5. Budget preparation and control.
6. Oral and written communication skills.
7. Principles and practices of administration, supervision and training.
8. Interpersonal skills using tact, patience and courtesy.
9. Current educational technologies, particularly related to student support services.
10. Applicable laws, codes, regulations, policies and procedures.

ABILITY TO:

1. Collaborate effectively with a wide diversity of students, faculty, staff, and community members.
2. Understand, implement and troubleshoot assessment technologies.
3. Effectively train, supervise and evaluate the performance of assigned staff.
4. Communicate effectively both orally and in writing.
5. Interpret, apply and explain rules, regulations, policies and procedures.
6. Establish and maintain cooperative and effective working relationships with others.
7. Appraise and recommend on student success technology solutions.
8. Operate a computer and assigned office equipment.
9. Analyze situations accurately and adopt an effective course of action.
10. Meet schedules and time lines.
11. Work independently with little direction.

ABILITY TO – Continued

12. Plan, direct, and organize work.
13. Direct the maintenance of a variety of reports, records and files related to assigned activities.
14. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree in a related field.

EXPERIENCE:

Increasingly responsible leadership experience working with educational technologies, assessment and testing programs, or related experience.