



CLASS TITLE: TESTING ADMINISTRATOR

CHARACTERISTICS OF THE CLASS

Under supervision, proctors, administers, and scores pre-employment tests as part of the hiring process for City positions, and performs related duties as required

Positions must be able to work early/late and weekend hours to accommodate testing schedule.

ESSENTIAL DUTIES

- Follows all City hiring processes, procedures, and policies applicable to the testing process to ensure the testing process is conducted fairly and free of political influence
- Travels to various locations, transporting testing materials, and following established procedures to maintain the security and safety of materials
- Proctors and administers pre-employment tests (e.g., online, paper-pencil, physical demonstration) ensuring applicable policies, guidelines, and protocols that govern the City's testing process are followed
- Works with operating departments to schedule and coordinate the notification and testing process for candidates (e.g., send testing invitations detailing location, date, time, photocopy and package test materials and supplies)
- Coordinates logistics at testing sites, ensuring required equipment and testing supplies are available and prepares seating arrangements prior to candidates arrival
- Checks in candidates, verifies identification, and distributes testing materials
- Reads aloud testing instructions and answers questions to ensure candidates understand test instructions and responds to concerns identified throughout the testing process
- Monitors the conduct of candidates throughout the testing/exam period, maintaining a presence in the exam room at all times and responding to inappropriate, disruptive or suspicious behavior
- Collects test materials, scores tests, and enters results into an electronic tracking system
- Escalates testing irregularities to the proper authority

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus two years of administrative work experience
- Previous test administration experience is preferred

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- Ability to carry and transport testing materials to testing sites

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- applicable guidelines, protocols, and collective bargaining agreements that govern the hiring and testing process for City positions
- standardized test administration procedures
- online recruitment management system
- applicable computer software packages and applications (e.g., Microsoft Office Suite)

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking clearly and distinctly, answering questions and resolving issues

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry.

City of Chicago
Department of Human Resources
April, 2017