



Code: 1371
Family: Human Resources
Service: Administrative
Group: Statistical, Technical and Analytical
Series: Personnel

CLASS TITLE: TESTING MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, oversees test development and administration, directing the design and development of pre-employment and promotional tests and other selection procedure tools to screen, evaluate and select job candidates that will provide City of Chicago government with a qualified workforce, and performs related duties as required

ESSENTIAL DUTIES

- Manages and trains staff responsible for the development and administration of City pre-employment tests, accountable for ensuring tests are reliable, valid and fairly administered
- Develops guidelines and protocols that apply to the design and administration of all hiring related tests for City positions including online, paper-pencil, skills demonstrations, and tests designed and/or administered by external vendors
- Provides oversight to the testing process including the fair administration of the process and adherence to applicable protocols and guidelines, the accurate and timely compilation of test results and responding to escalations that may arise regarding the design and administration of tests
- Designs pre-employment tests that are administered with the City as part of the hiring process
- Ensures pre-employment tests are valid and reliable for the positions they are used for including analyzing testing trends to measure validity and reliability; tracks reliability and validity of tests if position requirements change; and in the event that a testing error is discovered, accountable for overseeing the re-administration of the test
- Consults with subject matter experts and departmental managers to analyze job requirements, determine testing needs and to establish criteria for test development
- Conducts statistical analysis to determine psychometric properties of tests and items, test validity, reliability and adverse impact
- Participates in the procurement of pre-employment tests, the development of request for proposals and the evaluation and the selection of vendors
- Manages relationships with external vendors that provide testing services, including specialized tests for department positions, acting as a liaison with the Department of Procurement Services in administering vendor contracts and monitoring performance
- Makes certain all City hiring processes, procedures and policies applicable to the testing process are followed
- Ensures all pre-employment tests and testing procedures comply with the City's stated diversity goals
- Prepares correspondence in response to various inquiries from legal counsel, union officials and candidates relating to the city's testing policies, tests administered, and test scores

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 Master's degree in Industrial/Organizational Psychology, Educational Testing and Measurement or a directly related field, plus two years of experience designing, developing, and administering assessment tests in a business, non-profit, or municipal organization

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

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

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- applicable guidelines that govern the hiring and testing process for City positions
- *practices and procedures of test administration and employment assessment
- *principles of test design and development methods
- *statistical procedures and psychometrics associated with testing
- *employment laws and regulations governing the employment assessment and selection
- *available employment assessment instruments

Moderate knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- *applicable computer software packages and applications (i.e. SPSS and SAS)

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
- CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- SCIENCE - Use scientific rules and methods to solve problems

- ANALYTICAL THINKING – Apply scientific approach to problem solving
- MONITORING – Monitor and assess performance of one’s self, other individuals, or organizations to make improvements or take corrective action

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
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

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.