

TESTING CENTER

POSITION: Testing & Tutoring Work Study
DIVISION: Academic Instruction
DEPARTMENT: Developmental Studies
BUILDING: Academic Success Center
CAMPUS: Main Campus

FWS SUPERVISOR: Donna McKinney
DIRECTOR: Mark Taylor
VICE PRESIDENT: Jeanie Hardin
PHONE NUMBER: 903.463.8724

HOURS per WEEK: 15
(20hr MAX)

HOURS PREFERRED:

- JOB DUTIES:**
- Maintain current time sheets by signing in when arriving and signing out when leaving
 - Assist with staffing the front desk and greet each person appropriately
 - Provide instructions to arriving examinees, reminding them to complete scantrons and show photo ID's to testing personnel
 - Become familiar with the copying machines in the Liberal Arts and Health Sciences Buildings and make copies according to the specifications designated by staff and faculty
 - Become familiar with testing and tutoring printed materials and distribute appropriate forms and information to inquirers
 - Answer the phone when staff is not readily available and take accurate, complete messages
 - Answer only the types of questions authorized by staff to be addressed by student employees
 - Maintain an orderly and neat area. Keep chairs in the Center under tables, remove trash from tables, straighten shelves, and do weekly dusting of computers, shelves, tables, etc.
 - Perform clerical duties, such as filing paperwork and typing documents
 - Assist staff with errands and special projects as needed
 - Conform to work schedule arranged with supervisor; inform supervisor when leaving the area for duties and/or breaks
 - Fifteen-minute breaks are allowed following each four consecutive hours of work
 - Bring homework and textbooks for studying when assigned duties have been completed; always remain at designated work station, and resume duties as needed.
 - Dress appropriately (Shorts, tank tops, shirts with offensive slogans, etc. should not be worn), and display professionalism in all relationships within the office.
 - Treat all office matters and information about students served with confidentiality; discussion outside the office is not allowed.

SOFTWARE:

SKILLS: Strong customer service skills, dependability is essential, maintain confidentiality, multi-task, proficient computer skills, detail orientated, telephone demeanor, excellent communication skills, professional & friendly attitude

SPECIAL NEEDS:

INFORMATION: To ensure adequate coverage throughout the day, work study hours are assigned by the director/supervisor. The work schedule is constructed in conjunction with student's schedule and the hours of operation. Students are responsible for notifying their supervisors when they expect to be late or absent.

Some positions require working until 6:00 pm.