**Testing Center Manager  
Duke University**

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The position is open until filled and applications will be reviewed on a rolling basis. For best consideration, please apply by May 3, 2019.

**Posting Details**

**Position Description**

**Job Title**: Testing Center Manager  
**Department:** Academic Resource Center  
**Organization**: Office of Undergraduate Education  
**Supervisor:** Kimberly Bethea, ARC Director  
**Position Status:** 1.00 FTE, Exempt  
  
**Job Summary:** Under the leadership of the Academic Resource Center Director, the Testing Center Manager manages all aspects of the testing center. The position assists with strategic planning, operations, and assessment of center activities.

**Required Qualifications:** A Bachelor’s Degree is required; a higher degree is strongly preferred. Skilled in directing multiple tasks, setting priorities, and organizing operations. Ability to exercise discretion, excellent reasoning, and independent judgment. Ability to establish and maintain effective relationships with campus constituents. Familiarity with electronic data management systems as well as facility with spreadsheets. Previous experience in a testing center or similar facility is strongly preferred.

Must be able to work some evenings and weekends during midterm and final exam periods.

**Work Performed:**

Administration 45%

* Manage the daily operations of the Center.
* Together with the ARC Director and business manager, administer the Center’s budget.
* Consult with the Student Disability Access Office regarding interpretation of student accommodations.
* Collaborate with faculty and staff regarding center services.
* Develop and update services, policies, and procedures in response to changing demands.
* Maintain center statistics, prepare regular reports, and make recommendations regarding center staffing and services.
* Document and report cheating or dishonesty to assist in the student discipline process.
* Develop and maintain policy and protocol manuals for all office testing procedures.
* Create and maintain contacts with offices that interact directly with the Center.
* Plan and facilitate the installation and maintenance of computer hardware, software, and other equipment.
* Engage in professional development activities to maintain knowledge and awareness of effective testing practices and relevant laws.

Proctoring/Test Prep 45%

Assist with scheduling and proctoring exams:

* Schedule rooms and exams (ensure students utilizing assistive technology are assigned to the appropriate rooms).
* Prepare exams to be administered (download from system, etc.).
* Interact with faculty regarding questions about exams.
* Proctor exams (maintain exam security and ensure that only approved accommodations are permitted).
* Monitor proctoring cameras.
* Prepare completed exams for delivery to faculty and ensure exams are delivered to faculty in the appropriate manner.

Supervision 10%

Recruit, hire, train, mentor, schedule, and direct the work of testing center staff.

Perform other related duties incidental to the work described herein.

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