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**Testing Services Coordinator**

**Job ID:** 45963
**Location:** Evanston, Illinois

**Department:** AccessibleNU
**Salary/Grade:** EXS/6

**Job Summary:**Testing Services operates as a new functional area under AccessibleNU (ANU) and reports to the Division of Student Affairs under the Dean of Students Office. This functional area provides proctored exams and quizzes to Northwestern University students with disabilities who have approved exam related accommodations and proctored 680 exams in the 21-22 academic year. Testing Services is planning to expand, including increasing the number of exams proctored in the 22-23 academic year and will be adding two additional professional staff members to support this new capacity. The Testing Services Coordinator reports to the Associate Dean of Students and Director of ANU and daily work occurs at the Evanston campus.

This position is responsible for the coordination of exams, daily communication with students, faculty, and staff, database management, supervision, training, and scheduling of student proctors, arranging for the alternate format of exams, maintaining testing services equipment, collecting and reporting testing data, and proctoring exams in assigned Testing Services spaces and other locations on campus as required. This position also ensures compliance with federal, state, and local regulations under the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, the Family Educational Rights and Privacy Act, and strictly abides by and enforces the Northwestern Academic Integrity policy.

Due to the nature of this work assignment, this position is required to work in the office. Ability to work evening and weekend hours during mid-terms and finals. Alternative work arrangements in accordance with staffing and University and Division policy will be available in July, August, and early September.

**About AccessibleNU:** Using a social model of disability lens, AccessibleNU (ANU) is the unit that oversees implementation of academic and programmatic accommodations for students with disabilities. ANU is responsible for the academic accommodation determination and coordination process for students with disabilities. ANU aims to identify educational barriers, problem solve to create equitable learning environments, communicate referral options for disability evaluation and academic assistance, and establish best practices for disability inclusion. Northwestern University honors disability as one of the many forms of diversity on our campus and as such, we actively collaborate with faculty, staff, and students to achieve access goals.

**Vision:** We will be full partners in the student learning experience.

**Mission:** AccessibleNU supports and empowers students with disabilities by collaborating with the Northwestern community to ensure equal access to fully participate in the academic learning environment.

**Values**

1. Creativity: Innovative and forward-thinking solutions to classroom and campus access that are informed by universal design
2. Collaboration: Work proactively with our campus colleagues to serve as a resource that focuses on creating a welcoming, accessible environment in all aspects of university life
3. Inclusivity: Partner with the Northwestern community to ensure equal access; inclusion for all is a shared responsibility
4. Diversity: Disability is one of the many forms of identities that contributes to a thriving campus community
5. Integrity: Representation of disability in dialogue and decision-making processes across the institution
6. Student Learning: Using self-advocacy and self-determination skills, support students through their development as they learn to navigate college and beyond

**About Student Affairs:** Student Affairs at Northwestern University envisions building a just, health, and meaningful student learning experiences by pursuing equity, justice, and belonging. This work happens with all of us as people holding multiple identities. Through the frame of collective impact, we strive to center the voices, experiences, and needs of our most marginalized communities. This calls for both individual and collective responsibility and work that supports universally designed solutions that benefit not just individuals, but the full community. Learn more about the Division of Student Affairs here: <https://www.northwestern.edu/studentaffairs/about/strategic-plan/strategic-themes.html>

**Principal Accountabilities:**

*Administrative Functions (45%)*

* Testing Services desk lead; includes direct accountability for opening and closing procedures for Testing Services
* Provides excellent customer service and strong problem-solving skills for high volume communications including answering phones, responding to emails, managing faculty, student, and staff inquiries as they arise
* Monitor office email accounts and respond to emails in a timely manner
* Request orders and maintain supplies within Testing Services
* Ensure consistency of departmental policies, internal forms, and database management
* Initiate and work directly with NUIT personnel to ensure test computers and monitoring systems are updated and software is fully functional for students prior to test administration
* Collaborate with other Testing Services staff to supervise, schedule, and coach student staff proctors on processes and procedures; create and implement student staff learning outcomes and performance plans
* Collect, maintain and report Testing Services data; create assessments of service to identify gaps in service delivery
* Ensure disability testing accommodations are implemented on behalf of faculty who utilize Testing Services
* Work with facilities and building staff to ensure lights, HVAC, alarm systems, and building access are in working order for test administration hours

*Direct Service (45%)*

* Proctor exams in Testing Services and off-site campus locations; notify students of time remaining on tests; implement Northwestern University Honor Code and ensure high test security; contact faculty regarding student questions as needed; de-escalating heightened students as needed
* Responsible for high volume communications with faculty regarding all testing issues including pick-up, delivery, formatting, materials that go with test, specific instructions for test administration, testing procedures, and general testing coordination
* Prepare and organize tests for students, including the delivery and pick-up of tests across campus as needed
* Communicate and actively problem solve with supervisor and other Testing Services staff on policy and procedure updates, student proctor personnel concerns, test administration and system issues; take initiative with needed improvements within Testing Services; implement solutions
* Actively work with supervisor, student affairs staff, and academic affairs staff to expand Testing Services offerings and capacity
* Schedule exams in database, coordinate space on campus to administer exams, and record and maintain all student exam interactions in database
* Check students in for tests, including verifying student identity via photo ID, seating students, and ensuring students have the appropriate exam and exam materials
* Anticipate Testing Services needs throughout academic year; plan accordingly independently and collaboratively with Testing Services team and other ANU staff

*Special Projects (10%)*

* Create, facilitate, and participate in departmental meetings, proctor trainings and departmental trainings, and office functions
* Assist with ANU front desk back-up on as needed basis
* Actively engage in ANU strategic planning, ANU goal implementation, and other Dean of Students and divisional goals
* Attend and participate in ANU, Dean of Students, and Divisional meetings, retreats, gatherings.
* Attend local conferences, workshops, seminars, training sessions, and/or professional organizational meetings. Stay abreast of current research on students with disabilities, testing administration, standard operating practices at peer institutions; serve as a resource of knowledge for the office
* Complete additional projects as assigned by supervisor

**Minimum Qualifications:**

* Minimum of an Bachelor’s Degree in a related field or 4 years of direct experience in a testing services environment
* 2 years of demonstrated clerical and customer service job experience
* Proficient computer skills, including working with databases, spreadsheets, Microsoft Office Suite (Word, Excel, Outlook)
* Excellent attendance and punctuality in previous positions

**Knowledge, Skills, and Abilities (with or without accommodation):**

* Work effectively in a high-volume and repetitious environment
* Detail-oriented
* Ability to build and maintain professional relationships and work both independently and collaboratively on a team
* Strong ability to assess a situation and problem-solve appropriately
* Clearly articulate when reading tests aloud for students
* Scribe legibly for students when needed
* Solve problems independently and quickly
* Communication skills, both oral and written
* Ability to work evening and weekend hours during mid-terms and finals

**Preferred Qualifications:**

* Master’s Degree in a related field
* 3 plus years of demonstrated clerical and customer service job experience
* Previous experience working in a higher education setting
* Previous experience working with adult students with disabilities
* Previous experience working in a high-capacity testing environment

Please apply online at <https://careers.northwestern.edu/psp/hr857prd_er/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1&JobOpeningId=45963&PostingSeq=1>

**Benefits:**At Northwestern, we are proud to provide meaningful, competitive, high-quality health care plans, retirement benefits, tuition discounts and more! Visit us at <https://www.northwestern.edu/hr/benefits/index.html>tolearn more.

**Work-Life and Wellness:**Northwestern offers comprehensive programs and services to help you and your family navigate life’s challenges and opportunities, and adopt and maintain healthy lifestyles.
We support flexible work arrangements where possible and programs to help you locate and pay for quality, affordable childcare and senior/adult care. Visit us at <https://www.northwestern.edu/hr/benefits/work-life/index.html>to learn more.

**Professional Growth & Development:**Northwestern supports employee career development in all circumstances whether your workspace is on campus or at home. If you’re interested in developing your professional potential or continuing your formal education, we offer a variety of tools and resources. Visit us at <https://www.northwestern.edu/hr/learning/index.html>to learn more.

*Northwestern requires all staff and faculty to be vaccinated against COVID-19, subject to limited exceptions. For more information, please visit our* [*COVID-19 and Campus Updates website.*](https://www.northwestern.edu/coronavirus-covid-19-updates/health/vaccine/)

*The Northwestern campus sits on the traditional homelands of the people of the Council of Three Fires, the Ojibwe, Potawatomi, and Odawa as well as the Menominee, Miami and Ho-Chunk nations. We acknowledge and honor the original people of the land upon which Northwestern University stands, and the Native people who remain on this land today.*

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