Position Number: 08260720

Title: Assistant

Functional Title: Accommodated Testing Assistant

Category Status: 34-Exempt Contingent Category 1

Applicant Search Category: Staff

University Authorized FTE:

Unit: VPSA-Couns Ctr-Accessibility and Disability Service

Hiring Range Minimum:

Hiring Range Maximum:

Campus/College Information:

Founded in 1856, University of Maryland, College Park is the state’s flagship institution. Our 1,250-acre College Park campus is just minutes away from Washington, D.C., and the nexus of the nation’s legislative, executive, and judicial centers of power. This unique proximity to business and technology leaders, federal departments and agencies, and a myriad of research entities, embassies, think tanks, cultural centers, and non-profit organizations is simply unparalleled. Synergistic opportunities for our faculty and students abound and are virtually limitless in the nation’s capital and surrounding areas. The University is committed to attracting and retaining outstanding and diverse faculty and staff that will enhance our stature of preeminence in our three missions of teaching, scholarship, and full engagement in our community, the state of Maryland, and in the world.

Background Checks

Offers of employment are contingent on completion of a background check. Information reported by the background check will not automatically disqualify you from employment.

Vaccine Protocol

The University of Maryland has made the safety of our students, faculty and staff, and our surrounding communities a top priority. As part of that commitment, the University System of Maryland (USM) recently announced that students, faculty, and staff on USM campuses this fall, including UMD, are required to be vaccinated against COVID. As a prospective and/or a new employee at UMD, you will be required to comply with the University’s vaccination protocol. Proof of full vaccination will be required before the start of employment in order to work at any University of Maryland location. Prospective or new employees may seek a medical or religious exemption to the vaccination requirement at return.umd.edu and must have an approved exemption prior to the start of their employment. Failure to provide proof of vaccination or to obtain approval for a medical or religious exemption will result in the offer of employment being rescinded.

Position Summary/Purpose of Position:

The Accommodated Testing Assistant reports to the Accommodated Testing Coordinator and is responsible for assisting with the coordination and delivery of reasonable and appropriate testing accommodations to University of Maryland students with disabilities and accessibility related needs. Annually, ADS Testing administers over 10,000 accommodated exams to students and also provides other related testing accommodations such as extended time on exams, private testing space, use of computers, and other technology for adaptive purposes, etc.

Managing high volume of email and phone correspondence and responding with critical thinking skills

Serve as a back up to and provide support to the Assistant Coordinator with managing day to day operations of the Testing Office

Provide guidance to staff who are preparing exams, attendance sheets, and envelopes

Troubleshooting testing issues while ensuring both exam and accommodation integrity are maintained

Ability to implement de-escalation skills when working with students, faculty, or other stakeholders in distress

Serve as a back-up proctor, as needed

Manually scheduling exams in data management system

Assist students and instructors that visit the ADS Testing Office in person

Other duties as assigned

Occasional weekend and evening work may be required during peak testing periods such as midterms and finals.

This is an in-person, on-site position

Minimum Qualifications:

Bachelor’s degree

Preferences:

Classroom or other student testing experience preferred, particularly within an environment with decentralized delivery but centralized coordination.

Two (2) years of professional experience in a high volume, time sensitive, detail oriented environment that includes confidential information and the management of relationships with stakeholders.

Ability to use critical thinking skills on a daily basis to independently make time sensitive decisions that have a lasting impact on both our stakeholders and our office

Comfort and ability to multitask in a high volume, high pressure and time sensitive environment.

Strong written and oral communication skills

Must display a solid working knowledge of Excel and Google Suite Apps, but prefer someone who has an advanced skill set with technology and specifically Excel/Google Sheets

Demonstrated skill in office management/operations, customer service, and data management.

Work effectively both as part of a team and independently

Maintain accurate databases with a strong attention to detail in all aspects of the job

Retrieve information quickly and efficiently

Maintain confidentiality and discretion

Ability to take initiative and problem solve

Employ positive customer service skills to all patrons of the Accommodated Testing Office

Additional Certifications:

Additional Information:

Posting Date: 07/20/2022

Closing Date:

Open Until Filled Yes

Best Consideration Date 09/30/2022

Physical Demands

Diversity Statement:

The University of Maryland, College Park, an equal opportunity/affirmative action employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.

<https://ejobs.umd.edu/postings/99648>