

TEST SERVICES COORDINATOR

DEFINITION

Provides administrative assistance, supervises and coordinates clerical operations and procedures related to recruitment, new employee processing, and employment assessments.

TYPICAL DUTIES

- Develops and recommends procedures and assists in planning and implementing systems for scheduling, administering, and scoring employment assessment tests.
- Oversees the scheduling of individuals to be processed for employment with the District and the scheduling of employment testing including the maintenance of the master test schedule, the reservation of testing sites, the scheduling of proctors, and the scheduling of candidates.
- Oversees and participates in the processing, analysis, retention, and generation of reports from data maintained in various computerized systems such as SAP eRecruiting, test management systems, networked database for test part scheduling and scoring, databases for special test programs and Filenet electronic content management system for document retention.
- Supervises support staff through subordinate supervisors and provides general oversight of administrative functions, including supervision of records maintenance, provisions of staff training and orientation of new staff and team units devoted to recruitment, test preparation, test administration, and test scoring.
- Prepares and distributes information on employment tests scheduled and provides access to staff to offsite testing facilities.
- Makes recommendations and provides rationale for staff rotation and organizational changes, conducts interviews to fill existing vacancies among support staff, track attendance and performance of staff, conducts performance evaluations, prepares for and conducts counseling and disciplinary meetings related to support staff job performance.
- Assists in preparations for high-level employment assessment processes involving particular urgency, complex scheduling details, travel or teleconferencing arrangements with candidates and/or rates, and rater acquisition.
- Conducts telephone surveys or special studies using the Internet to obtain information on the purchase or leasing of office equipment, supply purchase, printing services.
- Participates in Branch-wide planning activities, with responsibility for preparation, distribution and implementation of information, instructions, and assignments to support staff in recruitment, test preparation, test administration, and scoring activities.
- Explains policies and procedures and speaks on behalf of the Branch heads as directed in personal and telephone contacts and specified meetings.
- Monitors and provides supporting data for preparation of the annual Branch budget and Branch monthly, quarterly, and end-of-the-year report, and compiles data relating to functions within the scope of responsibility as requested by management.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Test Services Coordinator assists an administrator by assuming responsibility for administrative details related to clerical operations and procedures regarding the employee selection process, recruitment, and new employee processing.

An Employment Services Manager manages one or more classified employment field office(s) that is responsible for recruitment, testing, and employee processing.

A Principal Personnel Clerk is responsible for supervising and coordinating a variety of personnel-clerical activities of a major department. A Principal Personnel Clerk supervises a larger number of personnel in various units and coordinates more complex activities than a Supervising Personnel Clerk. Positions in this class also function as clerical office managers.

SUPERVISION

General direction is received from the Personnel Manager or designee. General supervision is exercised over clerical staff. Functional supervision may be exercised over work performed by clerical staff at other physical locations.

CLASS QUALIFICATIONS

Knowledge of:

- Office practices and procedures particularly as related to use of office equipment, computer systems and software, Internet searches, work flow, work simplification, scheduling, record keeping and organization of groups of employees providing clerical and administrative support
- Employee training and orientation, supervision, performance appraisal, and Personnel Commission
- Rules and collective bargaining contract provisions relating to clerical work performance and discipline
- Organization, activities, and key personnel of the Los Angeles Unified School District Rules, regulations, policies and procedures applicable to merit system recruitment and employment in the Classified Service
- Interviewing techniques and practices
- Examination and employee processing procedures
- Recruitment sources and techniques

Ability to:

- Plan, organize, direct, delegate and review the work of a staff providing clerical and administrative assistance and attend to details related to test services coordination
- Interview, supervise, train, and evaluate employees
- Identify and recommend space modifications and equipment acquisitions to improve workflow and work efficiency
- Schedule and oversee arrangements for test dates, sites, proctors, travel, and other special activities or events
- Interpret, implement and apply rules, regulations, policies and procedures
- Conduct telephone surveys, special studies, and Internet research related to recruitment, testing, salary, classification and related matters
- Use the Internet and operate a variety computer systems and programs such as SAP eRecruiting, test management systems, word processing, spreadsheet and databases, and Filenet
- Establish and maintain effective working relationships with District staff and administrators, members of the public, and representatives of other agencies
- Analyze, devise, recommend and implement appropriate clerical procedures and make suggestions to improve Branch-wide operations
- Compile clear, concise reports
- Remain current on the status of a wide range of projects and information and work under pressure of regular weekly deadlines and urgent special project deadlines

Obtains and impart detailed information orally and in writing in a clear, appropriate manner
Use sound judgment in making timely decisions and in solving problems within areas of
assigned responsibility
Keep information confidential

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency. Additional courses and training related to office management and supervision; Internet and computer use; public, business, or personnel administration; interviewing; business communication; and customer service are desirable.

Experience:

Four years of clerical experience which includes two years of personnel clerical work and two years of supervision.

Special:

A valid California Driver License and the availability of private transportation, or the ability to utilize an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

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