

Testing Center Specialist

Job Code: 8128

Salary Grade: S07

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Position Summary: Responsible for ensuring a secure testing environment, escorting testers to the appropriate testing location, adhering to testing protocols, and providing excellent customer service to examinees.

- Coordinates and administers university academic testing services including various departmental and proficiency exams
- Monitors and maintains testing lab computers and other specialized equipment used in the testing lab
- Providing testing instruction for the exam being administered
- Assists with scheduling exams and the daily cleaning/disinfecting test room tables, computer stations, and computers.
- Provides high-quality customer service to staff, faculty, students, and visitors this includes answer calls, routing calls to appropriate areas, taking messages, responding to emails, and scheduling appointments
- Serves as liaison to test providers, other institutions, and departments for test materials, official correspondence, troubleshooting technical issues, score integrity, password assistance, and final grade or test completion notifications
- Establishes and maintains effective communication with faculty, staff, and students
- Assists with the monitoring tests, ensures that test instructions are accurate, and appropriate testing environments are maintained
- Monitors entry and exit into the testing room, and enforce test security procedures before and during testing
- Provides routine direction, information, and advisement to current or prospective students regarding to testing policies, procedures, and outcomes
- Ensures that all test administration is carried out in compliance with the university policies, testing regulations, guidelines, and standards
- Provides scanning and printing services as needed, ensuring efficient document management this includes scan, print, and review exams and other materials as needed for accommodation purposes.
- Ensures accuracy and confidentiality in handling sensitive documents.
- Assists in managing office schedules, appointments, and inquiries.
- Connects registered students and the outside community with the Center's resources, services, and relevant support networks including provide assistance with testing accommodations and accessibility resources.
- Assists with general office tasks and projects as needed

Minimum Qualifications

Education:

High School Diploma

Bachelor degree (preferred)

Experience:

- One (1) years of customer service experience

Certifications or Licenses:

None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge of operating within a university culture and setting
- Strong attention to detail and ability to follow instructions
- Strong organizational and time management skills.
- Excellent communication and interpersonal skills.
- Proficiency in basic office software and equipment.
- Ability to work with and learn computer applications and testing protocols
- Ability to maintain the confidentiality of privileged and sensitive information
- Ability to maintain a professional, calm, and service-oriented demeanor during high-stress situations
- Ability to communicate technical and complex information and data to varied audiences



JOB DESCRIPTION

The UNIVERSITY of OKLAHOMA

Working Conditions

- Prolonged periods of sitting at a desk and working on a computer while sitting at a desk or table or while intermittently sitting, standing, or stooping

Printed Date: 09/08/2026