HARRISBURG AREA COMMUNITY COLLEGE
CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: ACADEMIC SUCCESS TECHNICIAN

<table>
<thead>
<tr>
<th>FLSA STATUS:</th>
<th>Non-Exempt</th>
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**CLASSIFICATION SUMMARY**: Responsible for scheduling and administering tests in accordance with certification guidelines and college policies and procedures; maintaining data records; and performing related support activities to ensure the security and integrity of the testing center and testing procedures.

**TYPICAL CLASSIFICATION ESSENTIAL DUTIES**: (These duties are a representative sample; position assignments may vary.)

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<thead>
<tr>
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<th><strong>Illustrative only – not inclusive of every task assigned to a position.</strong></th>
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<tbody>
<tr>
<td>1</td>
<td>Performs administrative functions related to the Test Center, including opening and closing of center, administering exams, and ensuring test security and integrity.</td>
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<tr>
<td>2</td>
<td>Records and maintains test data in database and verifies test receipt, delivery, and completion.</td>
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<td>3</td>
<td>Answers phone calls, electronic communications, and general inquiries regarding test scheduling, tutoring, availability, and procedures.</td>
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<td>4</td>
<td>Provides administrative support for distance and virtual test administration by maintaining records and documentation, ensuring optimal testing conditions, and verifying student identification.</td>
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<td>5</td>
<td>Researches, develops, and produces reports on trends, expansion and improvement of services, and test delivery.</td>
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<td>6</td>
<td>Assists with developing, drafting, and following testing center procedures and policies.</td>
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<td>7</td>
<td>Monitors equipment, software, and materials and determines need for orders.</td>
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<td>8</td>
<td>Performs other duties as assigned.</td>
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**Training and Experience** (positions in this class typically require):
Associate's Degree and two years general office, computer, or other experience related to area of assignment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):
- None Required.

**Knowledge** (position requirements at entry):
Knowledge of:
- Testing procedures and policies;
- Customer service principles;
- Various computer operating systems and related software applications;
- Federal, state, and local laws and regulations;
- Assigned department operations and functions;
- Recordkeeping principles.

**Skills** (position requirements at entry):
Skill in:
- Creating and maintaining logs and records;
- Applying customer service principles;
- Operating a computer system and various software applications;
- Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Using proper English, grammar, punctuation, and spelling;
- Following oral and written instructions, policies, and procedures;
- Prioritizing assignments and organizing work tasks;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Physical Requirements**:
Positions in this class typically require:  fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE**:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.
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Classification History:
Created: 8/8/07

Signature of Employee

Date

Signature of Supervisor

Date