

PRIVATE INDUSTRY COUNCIL OF WESTMORELAND/FAYETTE, INC.
JOB DESCRIPTION

PAGE 1 OF 2

POSITION: **ASSESSMENT SERVICES TECHNICIAN**

PURPOSE: Coordinate and oversee the administration of all assessments to businesses, organizations, and training providers and individuals throughout the Private Industry Council service area.

QUALIFICATIONS:

Education: High School Diploma and post-secondary certificate, diploma or degree preferred.

Experience: Previous experience administering/proctoring vocational assessments/tests using computers and paper/pencil. Prior experience in project management.

Skills, Abilities, and Knowledge:

- a. Problem solving ability where independent judgment is required
- b. Excellent oral and written communication skills, organizational skills, detail oriented.
- c. Ability to work independently with little supervision
- d. Excellent interpersonal and customer service skills
- e. Effective oral and written communication skills
- f. Ability to multi-task and work in a fast-paced environment.
- g. Advanced computer knowledge with ability to troubleshoot hardware and software issues
- h. Ability to train others
- i. Ability to maintain confidentiality
- j. Good interpersonal and professional skills.
- k. Machine operations could include calculator, computer, photocopier, telephone, etc.

REPORTS TO: Director of Education

SUPERVISES: None

JOB REQUIREMENTS and ESSENTIAL JOB DUTIES to be performed with or without reasonable accommodations:

Alternative hours, alternative locations

Mental Concentration: Considerable concentration intermittently

Interruptions: Occur constantly

Physical Efforts: Moderate physical effort to include standing, sitting, and lifting

Special Demands: Significant driving and traveling, potential eye strain. Valid PA driver's license, verification of car insurance coverage, as well as reliable transportation (validated yearly minimum).

Duties may include any or all of the following: This list is intended to be representative.

01. Maintain a thorough knowledge of assessment tools offered by PIC to include set up, maintenance, troubleshooting, administering, scheduling, and interpreting results
02. Conduct individual and group presentations and demonstrations on assessments
03. Administer the computerized and manual versions of assessments
04. Train others to administer assessments and observe their performance
05. Coordinate the movement of assessment equipment for use at various locations
06. Review assessment results with customers
07. Promote PIC assessment services to meet the needs of customers
08. Maintain a basic understanding of all PIC programs and services
09. Write and distribute procedures for test administration as needed.
10. Provide excellent customer service to include prompt and professional services, results and follow-up

11. Maintain thorough records and files
12. Attend meetings and seminars as a representative of the organization
13. Complete forms, timecards, and other paperwork as required
14. Assist in special projects or assignments as directed

CORPORATE EXPECTATIONS:

Every employee of the Private Industry Council of Westmoreland/Fayette, Inc. is an ambassador that influences the public's impression of our organization. As such, every employee is expected to demonstrate the following attributes: Commitment, Enthusiasm, Flexibility, Positive Attitude, Proactive Approach, and Teamwork. These qualities are important to both individual and corporate success.

PAY GRADE: D