

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
Test Services

State Agency County Agency New Position Change County of Employment: Franklin

USUAL WORKING TITLE OF POSITION: Test Administration Manager POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 27400.0 Human Resources Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift): 8:00 a.m. - 5:00 p.m. Page 1of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

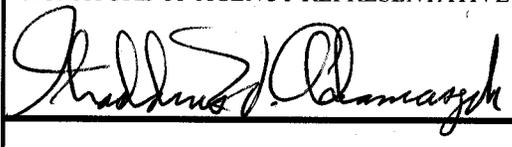
%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	<p>Plans and directs management, evaluation and monitoring systems for delivery of Test Administration Services. Formulates polices and procedures used to evaluate and monitor delivery of services to Test Services customers affecting everyday monitoring and evaluation operations; recommends/effects changes in test administration services based on evaluation findings and complaints and/or changes in state and/or federal laws, rules, regulations, standards, and provisions of collective bargaining agreements; identifies and eliminates barriers in systems or processes interfering with program; develops procedures for incident reporting and suggests remedy to resolve complaints/problems; produces statistical summary of applicants scheduled and applicants tested; writes and updates manual for Test Monitors and other agencies implementing decentralized civil service testing to ensure effectiveness of test administration procedures and operational validity of test results. Supervises TRAC/Scoring Unit in the development and implementation of policies and procedures for TRAC-based functions (e.g., applicant processing, scheduling, and scoring); ensures security of all test materials).</p>	<p>Knowledge of (1) supervision principles; (2) public relations; (3) human relations; (4) office practices and procedures*; (5) agency policies and procedures*; (6) law (Civil Service, IPA, ADA)*. Ability to (8) define problems, collect data, establish facts and draw valid conclusions; (9) understand assessment and test generation practices; (10) deal with many variables and determine specific action; (11) add, subtract, multiply, and divide whole number; (12) use geometry and trigonometry; (13) maintain accurate records; (14) originate business letter reflecting standard procedures; (15) understand manuals and verbal instructions, technical in nature; (16) prepare and deliver speeches before specialized audiences and general public; (17) answer routine telephone inquiries from public; (18) handle sensitive inquiries from and contacts with officials and general public; (19) resolve complaints form angry citizens and government officials.</p>
30	<p>Plans, manages, and effects work program for centralized civil service testing program: monitors activities to ensure timely scheduling of applicants and subsequent test administration; supervises team of Test Monitors and evaluates work performance; provides staff development opportunities and training to staff; reviews personnel status reports and identifies classifications subject to testing; seeks approval to include classifications on work schedule; establishes timeline for completion of work schedule; coordinates test administration at remote sites (e.g., identify and secures site; finalizes needed rental agreements, and identifies needed staff, material, and equipment).</p>	<p>Knowledge of 1, 4, 5*, 6*, (20) employee training development; (21) government structure and process*; (22) interviewing techniques. Skill in (23) operating a computer. Ability to 8, 10, 11, 13, 14, 15, 16, (24) interpret a variety of technical material in books, journals, and manuals; (25) transcribe dictation, make appointments; (26) originate instructions and specifications concerning proper uses of machinery; (27) co-operate with co-workers on group projects; (28) establish friendly atmosphere as supervisor of work unit.</p>

*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

- | | |
|----------------------|----------------------|
| 24302.0 Test Monitor | 24310.0 Test Monitor |
| 24304.0 Test Monitor | 24312.0 MAS1 |
| 24306.0 Test Monitor | 24314.0 MAS1 |

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

12/23/02

POSITION CONTROL NUMBER 24300.0

CLASS TITLE Management Analyst Supervisor 2

CLASS NUMBER 63216

App 1-13-03 CB

