



JOB ANNOUNCEMENT
Testing Center Administrator

ORGANIZATION

Anne Arundel Workforce Development Corporation, (AAWDC) is a nationally recognized, innovative workforce development organization that provides high-quality workforce development services to drive purposeful change in Anne Arundel County and across Maryland. AAWDC is the bridge between understanding the workforce and talent development needs of local and regional businesses and preparing individuals to meet their full career potential. AAWDC's vision, mission, and core values are at the heart of the way the organization achieves success. AAWDC is seeking Talent Consultant I for our Maryland Tech Connection Initiative.

OVERVIEW OF RESPONSIBILITIES

The Testing Center Administrator is responsible for administering tests and managing the daily activities of the Pearson Vue Testing Center located in the Anne Arundel County Career Center in Linthicum, Maryland. S/he will be responsible for providing exemplary customer service and provides detailed reports on testing usage. In addition, the Testing Administrator is the liaison between Pearson Vue and AAWDC concerning technical issues, customer complaints, and reporting.

POSITION FUNCTIONS

- Exemplary customer service
- Good organizational skills
- Ability to troubleshoot testing applications
- Track participant usage
- Promote Testing Center
- Work with Fiscal Office to ensure billing is accurate and reported

Has a strong sense of accountability and is dedicated to getting tasks accomplished and meeting deadlines. Possesses wisdom and good judgment. Has a fair and thoughtful approach to management. Has the ability to take risks and to shift direction and experiment with new initiatives.

Serves as the subject matter expert on the services of the Testing Center and is able to promote those services to internal AAWDC staff as well as external customers. Stays abreast of tests that can be added to the services.

Works with Career Center Manager to ensure that the marketing of the Career Center services incorporates the promotion of the Testing Center.

Skills and Certifications

Must be certified as a Pearson Vue Test Administrator, (AAWDC will facilitate certification). Must be deeply knowledgeable of the rules and regulations of Pearson Vue.

Excellent oral and written communication skills. Ability to successfully manage multiple projects and deadlines with attention to detail. Strong communication skills, listening, collaboration, and problem-solving are required. Strong computer skills (Microsoft Office, Excel, and Powerpoint).

Education Background

Associates Degree a minimum. Experience in customer service and addressing technical issues.



CORE COMPETENCIES REQUIRED FOR THIS POSITION

AAWDC is driven by three core values in ensuring which guide Anne Arundel County is the best place to live, work and start a business. Our values guide the way that we work with business, job seekers, and partners.

- **Innovation:** AAWDC exercises creativity and vision to drive purposeful change that impacts both business and job seekers.
- **Collaboration:** AAWDC partners with public and private entities to effectively address the workforce needs of the region and maximizes impact.
- **Excellence:** AAWDC is a premier workforce provider delivering products and services that lead to meaningful results.

To Apply: Send cover letter with salary requirements and resume to jobs@aawdc.org. Best consideration by Friday, December 28, 2018.

No phone calls or mailed applications will be accepted. Only selected job applicants will be contacted.

Anne Arundel Workforce Development Corporation (AAWDC) is an Equal Opportunity Employer