

JOB DESCRIPTION

Job Title:	TOEFL/Pearson Exam Proctor	Hours:	0-10 hours/week
Department:	Information Technology	Hourly Rate:	\$9.00/hour
Supervisor:	Director of Information Technology	Federal Work Study Eligible?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Job Description:

The TOEFL/Pearson Exam Proctor proctors TOEFL and authorized exams through the Pearson testing center.

Responsibilities:

- Comply with all testing procedures and strictly adhere to company policies using careful judgment
- Perform check-in responsibilities with testing candidates, verifying identification, and explaining the exam process
- Serve as the proctor, supervising testing candidates during the examination
- Perform troubleshooting, as needed, with internal departments to fix technical issues
- Complete light housekeeping duties such as sanitizing keyboards after each testing candidate
- Appropriately handle and maintain confidential records
- Conduct readiness check prior to exam dates
- Perform other related duties, as requested

Job Qualifications:

- Successful completion of TOEFL proctoring and administration certification (VIU will provide training)
- Successful completion of Pearson proctoring and administration certification (VIU will provide training)
- Ability to sit for long periods of time and to escort testing candidates to and from testing room
- Previous work experience in a proctoring environment preferred
- Exceptional customer service skills
- Basic troubleshooting IT skills preferred
- Strong work ethic and ability to work independently, with minimal supervision
- Proficiency in Microsoft Office applications
- Ability to interact effectively with a diverse international student population
- **Solid written and verbal English communication skills is a must**
- **Availability to work on the weekends is required**