



## Math Placement Test Assistant (Office Assistant) – Position Description

<b>Title of Position:</b>	Office Assistant
<b>Report To:</b>	Crystal Richards, UTC Coordinator
<b>Estimated Hours:</b>	Approximately 20 hours a week ( <i>dependent upon availability &amp; funding</i> )
<b>Rate of Pay:</b>	\$10.00/hour

*Math Placement Test Assistants (Office Assistants) in the University Testing Center (UTC) must possess a clear understanding of the Centers' mission, services and programs. Although the MPT Assistant handles a wide array of duties, their duties all revolve around the core of UTC: providing testing and academic support to the student population of UCF as well as members of the community. It is essential for the staff to be polite, knowledgeable and professional at all times. The MPT Assistant is a critical person on the UTC team as they serve as the front line to the MPT program by responding to various inquires on a daily basis. MPT Assistants are expected to help uphold the high reputation of UTC on UCF's campus.*

### **Responsibilities**

- **Assistance with the Math Placement Test (MPT) Program:**
  - Maintain the MPT email account (mathplacement@ucf.edu) on a daily basis in order to respond to student, parent, and Academic Advisor questions and inquiries; Maximum email response time is 1-2 business days
  - Assist with the maintenance of the Pearson MyLabsPlus system by updating the MPT announcement pages and updating due dates
  - Assist with uploading MPT user management files to the Pearson MyLabsPlus system daily or as needed
  - Assist with identifying special student populations and sending targeted emails to ensure they complete the MPT in a timely manner
- **Office/Clerical Tasks:**
  - Greet students, staff, and visitors and provide answers to questions
  - Answer telephone, take messages, check voicemail, and forward calls when appropriate
  - Assist with daily office operations (*copying, filing, shredding, restocking supplies, preparing scratch paper and other exam materials, etc.*)
  - Respond to emails and other communication in a timely manner
  - Assist with covering the UTC reception desk
  - When closing the office, clean area, shut down computers, and turn off lights and lock doors
- **Test Proctoring**
  - Assist with administering and proctoring of the MPT as needed
- **Outreach and Programming:**
  - Represent UTC at outreach programming events to promote MPT and testing services (Open House, Welcome Week, Welcome Expo, and Orientation)
  - Present on Math Placement information to various UCF advising groups and departments (e.g. AAC, AEP, OPT, etc.)
  - Develop and update marketing and promotional materials for UTC/MPT ensuring all items meet UCF branding standards (bulletin boards, flyers, etc.)
  - Assist with the maintenance of the UTC/MPT websites
- **Reports and Special Projects**
  - Assist with Math Placement data collection for monthly, semester, and end-of semester reports
- **Other Duties as Assigned**



## **Scheduling and Availability**

- Must be available to work for at least three (3) consecutive semesters; one full year commitment
- Must be available to work a minimum of 20 hours/week (and up to 40 hours during peak MPT times-*as needed*)
- Work Saturdays and evenings as necessary

## **Knowledge, Skills, and Abilities Required**

- Ability to work independently with minimum supervision
- Excellent written and verbal skills
- Excellent customer service skills
- Demonstrate dependability and excellent time management skills
- Effective organizational, decision-making, and critical thinking skills
- Ability to effectively and comfortably communicate with large groups
- Adhere to policies regarding taking exams that department currently delivers
- Will not participate or be involved in test preparation/coaching/tutoring or teaching
- Proficient in MS Word, Excel and Power Point
- Ability to learn new software systems (MyLabsPlus, RegisterBlast, etc.)
- Ability to multi-task

## **Qualifications**

- **UCF Graduate Students – *strongly preferred though not required*; this position is not available to UCF Undergraduate Students**
- Good interpersonal communication skills and ease in relating to people from diverse backgrounds
- Strong organizational skills and attention to detail
- Commitment to the mission of UTC and UCF, accompanied by a desire to help student and community members succeed academically
- Demonstrate initiative and a willingness to learn new skills and grow as a professional staff member