



**MONTANA
STATE UNIVERSITY**

Testing Services

MSU TESTING SERVICES

19 Renne Library
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www.montana.edu/testing/
testing@montana.edu

Mary Kate McCarney, Director
Carolynn Sylvester, Assistant Director
Michael P. Wallner, Assistant Director
Rick Jackson, Test Center Administrator
Cassidy Chilcott, Student Assistant

GRADUATE STUDENT ASSISTANT WANTED!

Our student assistants are responsible for working with staff, faculty, and students to follow exam security procedures; maintain strict confidentiality regarding data collection related to exams and test takers; schedule appointments accurately; supervise examinees; uphold high quality standards in all professional communications; and consistently offer excellent customer service.

Job Responsibilities:

- Sign a Confidentiality Agreement and maintain strict adherence to exam security protocol
- Ensure a quiet, non-distracting, and positive atmosphere
- Greet, direct, and assist clients to ensure efficient customer service
- Respond appropriately to inquiries regarding various testing programs and support services
- Make appointments using digital and analog scheduling tools
- Provide administrative support with a close attention to detail
- Maintain facilities and equipment in a clean, safe, and organized condition
- Complete records, enter and analyze data, run reports as requested
- Engage in training and approved professional development opportunities as appropriate
- Obtain certification to administer some exams which entails studying manuals, reviewing online tutorials, attending training webinars, and shadowing staff

Required Qualifications:

- Current graduate student in good standing
- Excellent communication skills and the ability to interact effectively with diverse clientele
- Superior sense of personal integrity and academic honesty
- Flexibility to work evenings and Saturdays during the academic term

Preferred Qualifications:

- Work experience in professional offices and/or interacting and communicating effectively with students in a higher education setting.
- Intermediate computer skills (e.g., installation, troubleshooting, graphic and web design, specialized operating or software systems, and/or computer-aided statistics)
- Knowledge of testing programs and procedures, including computer-based testing, accommodated testing, placement testing, etc.

Wage: \$10.50/ hour

To apply: Please submit a resume and cover letter to Mary Kate McCarney, Director MSU Testing Services at mkmccarney@montana.edu.