

# DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

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**OPPORTUNITY TITLE:** Test Proctoring Helper

**DEPT:** Volunteer Services

**REPORTS TO:** Volunteer Services Manager  
Location Manager

**DATE:** 12/2015

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**BASIC FUNCTION:** This volunteer opportunity is responsible for assisting the Dayton Metro Library with providing proctoring services.

**ESSENTIAL DUTIES:**

1. Supports library staff in scheduling a time at a Library location to complete the test or exam.
2. Verifies the student's ID and certifies that the student has taken the exam within the specified time.
3. Confirms that there is sufficient time to take the exam before the deadline.
4. Helps with set-up and clean-up of the space that the test or exam is being administered.
5. Assists with collecting, mailing, scanning, faxing, and emailing the test results to the appropriate individual or institution.
6. Supports library locations in serving as delivery and pickup point for mailed exams.
7. Abides the Dayton Metro Library Test Proctoring Policy.
8. Refers patrons to Library staff as needed.
9. Performs other volunteer duties as assigned.

**COMPETENCIES:** To successfully serve as a volunteer Test Proctoring Helper, an individual should demonstrate the following competencies.

Attendance/Punctuality: Demonstrates reliability by regularly arriving to volunteer assignment work on time and by taking breaks in expected time frames.

Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the library professionally when dealing with staff, managers, vendors, contractors, colleagues and members of the public.

Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position. Exhibits objectivity and openness to others views.

Initiative: Prioritizes and plans assigned activities. Uses time efficiently. Asks for and offers help when needed. Informs supervisor of problems or concerns.

Organizational Support /Ethics: Demonstrates support for ALA's Code of Ethics and DML's Material Selection Policy. Follows Library policies and procedures; meets requirements stated in the Volunteer Handbook.

Safety and Security: Observes safety and security procedures. Reports potentially unsafe conditions. Uses equipment and materials properly.

Teamwork: Demonstrates team behavior and willingness to promote a team oriented environment. Exhibits cooperative attitude while working on all job tasks and willingly assists others.

Performs other duties as assigned.

**QUALIFICATIONS:**

Communication Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to speak effectively when addressing individuals and apply active listening skills. Ability to communicate effectively when dealing with staff and patrons.

Education and experience: Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

Equipment, Tools and Materials: Ability to use computer equipment and standard office equipment required.

Physical Requirements: Ability to periodically bend, lift, reach, turn, hold, carry, grasp, walk, stand, and use keyboard. Specific vision abilities required by this job include close vision and distance vision. Ability to speak and hear required.

Technical Skills: Ability to use computer equipment to view volunteer schedule and to log volunteer hours.

\*To perform this volunteer opportunity successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job.