

Exam Services Assistant

Classification:	Non-Exempt
Band:	VII
Performance Factors:	Customer Service & Communication
Department:	Exam Services
Supervisor's Title:	Assistant Director of Exam Services

Position Summary:

Receives and distributes incoming mail related to any of the National Physical Therapy Examinations (NPTE) and/or score transfers provided by the Federation of State Boards of Physical Therapy (FSBPT). Processes AIN applications and other service requests in accordance with established quality control measures and schedules. Performs data entry in accordance with standards to ensure the integrity of the NPTE database. Prepares routine, system-generated notifications and reports. Maintains a professional demeanor when interacting with the public and staff, thereby establishing a positive image of FSBPT. Exercises confidentiality with database information as appropriate.

Position Functions:

- a. Staffs the NPTE and FCCPT call centers and responds to information and service inquiries from candidates and jurisdictions regarding NPTE registration processing and score reporting.
- b. Responds to candidates email and fax inquiries.
- c. Receives and distributes incoming mail related to any of the National Physical Therapy Examinations (NPTE) or score transfers provided by the Federation of State Boards of Physical Therapy (FSBPT).
- d. Disseminates information to promote the use of online services, including online score transfers .
- e. Assists when needed in processing score transfers and other service requests.
- f. Processes requests for Alternate Identification Numbers.
- g. Reports scores to licensing authorities and other parties as needed.
- h. Performs data entry in accordance with standards, ensuring the integrity of the NPTE database.
- i. Distributes faxes, makes copies as necessary.
- j. Maintains department's files.
- k. Distributes requested information/forms to state boards and candidates.
- l. Assists Managing Director, Assistant Director and/or Specialists with project and daily duties.
- m. Assists with Continuing Competence projects and daily duties as necessary.
- n. Updates licensure database as necessary.
- o. Participate in team meetings
- p. Performs other related tasks as needed.

Position Requirements:

Education: High school diploma required.

Experience: Minimum one years' experience emphasizing the following responsibilities:

- Providing general administrative and clerical support
- Providing customer service
- Processing incoming and outgoing mail
- Receiving and processing payments

Skills and Abilities:

- Superior attention to detail.

- Superior ability to accurately perform repetitive tasks in accordance with strict deadlines.
- Superior organization, time management and multi-tasking skills.
- Strong customer service skills.
- Strong verbal communication skills.
- Familiarity with scanning, mailing, and general office equipment preferred.
- Familiarity with call center systems preferred.

Working Conditions:

- Office environment - all office equipment provided.
- Overtime expected during outstanding and/or time-sensitive projects.
- Normal work hours (M-F 9-5) may be adjusted from time to time to accommodate peak workloads.
- No routine out-of-area travel required.

For the performance evaluation process, two performance factors will be evaluated at twice the value of the remaining performance