

United States Jobs Expertini®

Scoring Center Operations Administrator

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Company: Pearson

Location: Charlotte

Category: computer-and-mathematical

Pearson is the world's learning company with more than 24,000 employees operating in 70 countries. We combine world-class educational content and assessment, powered by services and technology, to enable more effective teaching and personalized learning at scale. We believe that wherever learning flourishes so do people

Education, Skills, and Knowledge

Bachelor's degree required; advanced degree preferred. (Degree in business, education, English, mathematics, science, language or related subject area is desirable.)

Three years total professional experience in related area is required.

Training or teaching experience required.

Previous management experience relating to personnel and facilities preferred.

One year experience in open-ended scoring preferred; educational measurements background desirable.

Creativity and individual initiative are essential to the performance of assigned duties on complex, new, or unusual projects.

Basic Purpose and Objectives

Primary

Manage all aspects of the working environment of the scoring facility, including support and facilitation of project successes.

Accountable for site security, confidentiality, and efficiency.

Create an environment to ensure on-time quality production.

Oversee internal and external operational relationships.

Plan, monitor, and administer site budget(s).

Secondary

Function in a project leader capacity, when needed.

Organizational Relationships

Direction received.

Exercise independent judgment to plan and execute site goals, objectives, and work.

Seek guidance from manager(s) on matters of policy, goals, and objectives when needed.

May work on committees or other internal matters as assigned.

Direction of others

Inform professional scoring personnel and visitors about facility-related requirements and priorities.

Overall Functions and Responsibilities

Manage all aspects of the working environment of the scoring facility, including support and facilitation of project successes.

Accountable for site security, confidentiality, and efficiency.

Create an environment to ensure on-time quality production.

Oversee internal and external operational relationships.

Inform professional scoring personnel and visitors about facility-related requirements and priorities.

Ensure site adherence to quality, site, and project standards, including records maintenance, material security and confidentiality, and on-time completion within established quality metrics.

Maintain site security and confidentiality; alert appropriate personnel of any suspected or confirmed breaches.

Plan efficient and logical facilities set-up, design, and flow for meetings, orientation, training and scoring.

Participate in employee orientation to communicate facility requirements and priorities, including safety and security plans, timekeeping procedures, quality standards, and other site-specific information.

Strategize with clients, project managers, and scoring directors to accomplish required standards and expectations.

Assist in managing project's progress to ensure on time project completion.

Provide first level support of all PCs on site to ensure working order; coordinate with other Pearson departments responsible for site and technical support.

Have a functional understanding of scoring software systems, including ePEN.

Maintain current inventory of all assets on site, including computers, printers, and copiers.

Oversee relations with landlord, vendors, and other non-Pearson personnel responsible for aspects of the site, in conjunction with Facilities,

Maintain emergency action and safety plans for site.

Oversee time entry to ensure proper compensation, address and correct discovered error within a timely manner.

Host authorized visitors, including other Pearson employees and/or departments, external scoring partners, clients, and auditors.

Partner with Human Resources to resolve personnel related matters, including performance improvement and terminations.

Act as liaison for staff concerns when appropriate.

Manage site supplies and needs.

Upkeep facility cleanliness.

Manage procedures for shipping, receiving, storage and handling of materials.

Other duties as assigned.

Working Conditions

Office environment.

Lifting and moving up to 65 lbs. may be required.

What to expect from Pearson

Did you know Pearson is one of the 10 most innovative education companies of 2022?

At Pearson, we add life to a lifetime of learning so everyone can realize the life they imagine. We do this by creating vibrant and enriching learning experiences designed for real-life impact. We are on a journey to be 100 percent digital to meet the changing needs of the global population by developing a new strategy with ambitious targets. To deliver on our strategic vision, we have five business divisions that are the foundation for the long-term growth of the company: Assessment & Qualifications, Virtual Learning, English Language Learning, Workforce Skills and Higher Education. Alongside these, we have our corporate divisions: Digital & Technology, Finance, Global Corporate Marketing & Communications, Human Resources, Legal, Strategy and Direct to Consumer. Learn more at

We value the power of an inclusive culture and also a strong sense of belonging. We promote a culture where differences are embraced, opportunities are accessible, consideration and respect are the norm and all individuals are supported in reaching their full potential. Through our talent, we believe that diversity, equity and inclusion make us a more innovative and vibrant place to work. People are at the center, and we are committed to building a workplace where talent can learn, grow and thrive.

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