



Job Title: Testing Accommodations Specialist (FT)

Location: Remote (in-person for required company events)

Reports To: Accommodations Manager

Responsibilities

- Provides review of application for testing accommodations for CLT and CLT10 examinations.
- Works with applicants both directly and via testing accommodations management system throughout the review process.
- Maintains a high degree of accuracy and confidentiality with sensitive information.
- Provides customer service via live chat, phones, and email correspondence.
- Provides direct tester support on exam days.
- Completes tasks as assigned to assist with accommodations, test delivery and review, customer communication, and record keeping.
- Assists with recording of processes and producing customer-facing documentation.
- Mentors accommodations reviewers and associates.

Requirements

- Bachelor's degree; health & human services or educational field preferred.
- Related work experience in providing services to people with disabilities strongly preferred.
- Knowledge of alternative instructional processes, adaptive devices, and other reasonable accommodations for students with disabilities strongly preferred.
- Excellent communication skills, both written and oral.
- Knowledge of standardized testing, processes, and interpretation of results.
- Familiarity with the terminology used in medical, psychological, neurological, and educational reports
- Aptitude for technology, including spreadsheets.
- Must be able to work with attention to detail and independently with minimum supervision.
- Courteous, level-headed, discreet, patient, and responsible.