POSITION DESCRIPTION

Position Title: Test Administrator (Invigilator), Digital Testing
Level: Band 2
Work Unit: Operations
Reporting to: Team Leader, Digital Testing
Classification: Casual

The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). Further details on the organisation and its business operations are available on the NAATI website at www.naati.com.au.

NAATI Values

NAATI's vision is for a connected community without language barriers, and our purpose is to credential practitioners who wish to work as translators and interpreters in Australia. We take our responsibilities seriously, and in doing so maximise people's ability to fully engage and participate in Australian society.

We are a values-based organisation. **Respect, Integrity** and **Professionalism** not only define who we are, it underpins everything we do.

Respect – We treat everyone with dignity and respect

Integrity – We are honest and trustworthy and lead by example

Professionalism – We strive for excellence in everything we do

Primary Outcomes for the Position:

The Team Administrator, Digital Testing is responsible for ensuring that the range of NAATI online tests are delivered in a high quality, organised and stress-free manner for candidates. The role is involved in all aspects of the test lifecycle, from creating the materials through to the test delivery process and the review of candidate performance.

The role requires excellent customer service and communication skills as the administrator will deal with candidate queries and offer assistance via a number of communication channels. Time management and the ability to troubleshoot basic technical issues is also advantageous.

Key Responsibilities and duties:

Testing
- Assist in the creation of test sessions in the online testing platform.
- Ensure test materials are created accurately and are ready for candidate use in a timely manner.
- Aid candidates in the set-up and taking of NAATI Online tests.
- Review candidate test performances.

Customer Service
- Ensure enquiries are responded to in a timely and professional manner and customer interactions are suitably recorded for reference.
- Ensure effective communication with candidates including advice, complaints handling, and conflict resolution.
- Ensure NAATI Service Level Agreements with candidates are met or exceeded.

Systems
- Support ongoing technology and equipment improvements to ensure delivery of testing is robust, cost effective, and compatible with NAATI's broader systems.

Business outcomes
- Collaborate with team to achieve defined results.
- Actively contribute to the NAATI business through input of subject matter expertise and input into broader business imperatives.
- Other functions and tasks as required to support the success of NAATI.

Selection Criteria

Essential:

1. Experience in customer service.
2. Strong administrative and organisational skills.
3. Well-developed oral and written communication skills.
4. Proven ability for attention to detail and accuracy.
5. Strength in following-up open tasks and projects.
6. Well-developed Microsoft Office skills and the ability to work with various databases.
7. Willingness to work effectively in a team environment and maintain positive customer relationships.

Desirable:
1. Post-secondary qualifications and/or experience in a relevant area.
2. Experience working with multicultural and diverse clients.
3. Knowledge of NAATI and NAATI's core business and objectives.

Employment Conditions:
- Employment conditions are set out in NAATI's Enterprise Agreement 2020-2024.

Approved by: Manager – National Operations January 2021
Updated: Senior Operations Manager September 2021