

## Job Description

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<b>Position:</b>	<b>Testing Manager</b>
<b>Reports to:</b>	<b>Country Director</b>
<b>Location:</b>	<b>Rabat or Casablanca, Morocco</b>

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### **POSITION SUMMARY:**

Under the general supervision of the Country Director, the Testing Manager is responsible for ensuring the integrity and delivery of all Amideast testing programs, as well as growing the testing portfolio through partner engagement and sales. The position includes serving as a key liaison with HQ, ETS Global, and local clients and partners who purchase Amideast testing products. This involves the dual role of overseeing the quality assurance process in all test administrations along with cultivating relationships with and increasing sales of testing products to existing and prospective testing providers around Morocco. This position requires regular local travel to other cities, and during this outreach, the Testing Manager broadly represents Amideast's portfolio, particularly the relevance of testing products, English language program delivery, teacher training and other services, programs, and projects.

### **ROLES AND RESPONSIBILITIES:**

Tasks and responsibilities for this position include, but are not limited to, the following:

### **PARTNER RELATIONS, SALES, AND LEADERSHIP SUPPORT**

- Assess the Morocco testing market to better understand emerging sectors and business growth opportunities, as well as testing competitors. Based on this analysis, prepare a Testing business plan for the year with well-defined targets and more aggressive business development strategies.
- Serve as the key liaison with Amideast's clients regarding all testing sales and support services.
- Provide tailored support through training and technical advice, as well as monitoring of key "preferred partners" who have agreed to become test centers with the goal of sustaining and growing their testing activities.

- Design and deliver formal and informal presentations about testing products and services to new or prospective students, educational institutions, government entities, and companies.
- Ensure that any sales reps or customer service representatives have the information they need to provide accurate information to potential clients.
- Provide guidance regarding the profitability of testing programs, in consultation with the testing team.
- Suggest, plan, and provide testing program training workshops to select groups that meet the strategic interests of the testing portfolio.
- Develop a detailed understanding of all testing products and pricing and serve as the local expert to Amideast staff and our testing partners on all types of tests and testing products.
- Support the existing Amideast team of test administrators through collaborative leadership, training, and positive reinforcement.
- Plan and implement a coordinated and aggressive marketing plan for Testing to reach target populations, with a special focus on youth/young adults.

#### **TEST ADMINISTRATION AND SUPERVISION**

- Manage computer-based, online, remote-proctored, and paper-based testing across Amideast offices and at offsite locations.
- Ensure adequate and qualified/certified proctors are available for all test administrations.
- Ensure compliance with all security protocols, including proper handling and storage of physical test books, that all security protocols are followed in test administrations and in managing possible cheating cases.
- Understand all rules of test administration for each standardized test.
- Ensure that all Test Center Administrators/Proctors are certified according to the test provider's rules and that all TCAs/Proctors follow all test administration rules. Train additional proctors, according to HQ and test owner guidelines.
- Take corrective action when necessary to ensure that all TCAs/Proctors follow established guidelines, including those from test owners and Amideast.
- Report test security, cheating, and integrity issues immediately to HQ so that appropriate measures are taken with test owners and clients.
- Oversee testing center locations, including onsite and offsite locations, performing audit visits.
- Ensure that all reports, including monthly and test score reports, as well as Exit-Entrance, inventory, and financial reports, are submitted according to HQ and test owner guidelines.
- Act as a secondary certified Test Supervisor for all tests.

- Adopt HQ and other training programs, as allowed, to train additional staff and partners on test administration.
- Under HQ guidance, develop a secure, complete, and documented workflow process for the delivery of all testing products.
- Works with the relevant Amideast EL staff in all offices to ensure effective dual use of the existing computer labs.
- Respond to inquiries from testing candidates, organizations, and partners.
- Communicate registration deadlines to sites for TOEIC testing, coordinate test orders, including submission of appropriate information for all test sites by the deadlines.
- Ensure offsite test partners are providing a link to the examinee handbook, have clear cancellation and rescheduling policies, and certified TCAs to meet ETS requirements.

### **QUALIFICATIONS**

- A minimum of a Bac +3 in a related field; Masters degree in a related field preferred.
- Experience/ Certificate as teacher of English as a second/ foreign language.
- Minimum 8 years of experience in education administration and teaching/training
- Organizational skills, flexibility, taking responsibility and being able to work in a dynamic team.
- Demonstrated skills in marketing and sales.
- Excellent oral and written communication skills, including proficiency in English, French and Arabic.
- Knowledge of Morocco's higher education system.
- Experience training students and professionals.
- Significant experience in communicating with the public, including presentation skills.
- Proficiency in Microsoft Office.

### **TO APPLY:**

If you are interested in applying for this position, please submit your resume and a cover letter to [hromorocco@amideast.org](mailto:hromorocco@amideast.org) before March 10, 2023, at midnight.