

CLASSIFICATION TITLE- SUB-TITLE

Licensing Education and Examination Program Manager

POSITION SUMMARY

Under the general supervision of the Division Administrator, this position manages the education and examination programs for professions credentialed by the Department and the various Boards. Duties include approval of pre-license and continuing education programs, providing assistance to the Board of Nursing in accreditation of nursing programs, coordination of testing services and examination contracts, planning and implementation of operational and biennial budgets for the examinations appropriation and other duties as assigned.

(Rated PD Only)

TIME %

GOALS AND WORKER ACTIVITIES

45%

A. Manage Department responsibilities for approval of pre-license education programs, continuing education programs and examination requirements for all professions, including supervision of Office of Education and Examinations staff.

- A1. Establish performance goals and metrics for OEE staff and prepare and deliver performance reviews.
- A2. Develop and implement a comprehensive continuous performance improvement program that builds existing staff strengths and defines areas for improvement.
- A3. Hire, train, and coordinate training needed for the education of staff. This includes providing guidance, job training and assistance to staff to ensure that the efficiency of the unit is maintained at all times.
- A4. Develop and execute an orientation program for newly-hired staff.
- A5. Audit and approve time entry for subordinate staff. Manage leave requests to guarantee that Division staffing levels are adequate to maintain a high level of support for Department services.
- A6. Handle employee-related matters, including work-related complaints and performance problems, and recommend formal discipline to the appropriate levels.
- A7. In collaboration with the Division Administrator, determine staffing needs for OEE. Set priorities for and participate in recruiting, interviewing, and hiring of employees.
- A8. Collaborate with the Division of Management Services to submit the appropriate information for recruitment of open positions. Review and edit position descriptions for OEE staff and recommend updated position descriptions as appropriate.
- A9. Establish and maintain internal policies and procedures for application processing and continuing education audits.
- A10. Provide fiscal estimates of proposed laws and rules relating to education and examinations.
- A11. Adhere to Department and state AA and EEO policies in hiring and supervision.

20%

B. Provide assistance to the Board of Nursing in accreditation of nursing programs, pass rate monitoring and approval of faculty exceptions.

- B1. Manage the processing of approval documents for new nursing schools and provide expertise to Board and prospective nursing program representatives as needed.

- B2. Administer and respond to questions regarding pass rate monitoring and approval of exceptions to faculty qualifications.
- B3. Respond to questions from educators and the public regarding nursing education programs and requirements.
- B4. Monitor licensing examination pass rates and forward pass rate reports to the Board.
- B5. Advise schools of Board actions. Coordinate the review and approval of plans and exception requests with Board liaisons and the Board and advise the Board as needed.
- B6. Approve exceptions to faculty qualifications by determining whether the proposed hire meets Board requirements and maintain a list of approved nursing program faculty exceptions.
- B7. Coordinate implementation and maintenance of electronic data storage program for all approved nursing schools and programs in Wisconsin.

25%

C. Plan and implement annual education and examination goals and objectives for in-house development and administration of examination services.

- C1. Manage and coordinate implementation of contracts for test service.
- C2. Evaluate test development, validation and maintenance needs for all new and ongoing credentialing Boards. Plan, conduct and/or supervise completion of exam research projects.
- C3. Establish and analyze policies and procedures and recommend education and examination-related rulemaking and legislation for all related functions.
- C4. Resolve candidate problems and complaints by interacting with staff, contractors and Department managers.
- C5. Implement new technology to improve efficiency and effectiveness of education and examination functions.
- C6. Establish and monitor performance standards for test service. Define services to be delivered, scope, quality, evaluation standards, bonding, liability and state contractual requirements.
- C7. Develop technical project statements and documents for requests for proposals and requests for bids.
- C8. Coordinate with legal staff and test service contractors to draft language, negotiate and implement contract to ensure the interests of candidates and the Department are met.
- C9. Monitor ongoing contract performance, addressing unforeseen difficulties, candidate complaints and ensuring contracted service is provided as stated in the contract and standards are met. Work with testing entities to maintain exam agreements to enable candidates to access required national and regional exams.
- C10. Work closely with test service contractor to correct performance or act to withdraw contracts in event of non-performance.
- C11. Coordinate exam services transitions between current and new test service contractors.
- C12. Work with fiscal staff to ensure that fees collected by contractors are accurately accounted for and returned to the Department.

- C13. Supervise staff in processing applications for courses and instructors and audit compliance with continuing education requirements.
 - C14. Provide recommendations and information to Boards and the Department regarding education policies and procedures.
- 5% **D. Plan and implement the operational and biennial budgets for the examinations appropriation.**
- D1. Establish and implement fee-setting methods to ensure sufficient revenues and consistency with biennial budget requests in maintaining the examinations function.
 - D2. Draft budget requests for operational and biennial budgets and monitor expenses to meet budget authorizations.
 - D3. Establish/follow pay schedules for consultants hired as examiners, subject matter experts and examination subjects.
 - D4. Apply fee-setting methods to set new fees and modify existing fees when examination costs change.
 - D5. Respond to questions regarding application of examination fee rules relating to amounts charged, refunds and fees for other related special services.
 - D6. Monitor and maintain mandatory annual membership subscriptions to enable continued use of national and regional licensing exams.
- 5% **E. Other education and examination-related activities as assigned by the Division Administrator and the Secretary's Office.**
- E1. Perform education and examination-related special projects as assigned in a professional and timely manner.
 - E2. Sign off on expenses on a routine basis.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of supervisory practices and principles
2. Project management skills
3. Interpersonal and customer service skills
4. Organization skills and ability to handle multiple priorities
5. Effective oral and written communication skills, including presentation skills and training
6. Knowledge of test development, exam construction, measurement theory, statistics, validation procedures and methods used to develop valid and reliable content exams (oral, written, and practical)
7. Ability to apply analytical research skills and techniques
8. Ability to exercise good judgment, discretion and confidentiality
9. Analytical and problem-solving skills
10. Ability to read and understand statutes and administrative code
11. Ability to develop, interpret and enforce policy and procedures, administrative codes and state statutes
12. Knowledge of fiscal processes related to developing and maintaining budgets
13. Ability to exercise professional demeanor and represent agency in a positive manner