

**Job Description**  
**New Position**  
**(Combination of High School GED/Credit Recovery Clerical and GED Examiner duties)**

**Job Title:** GED/Credit Recovery Support Specialist

**Position Code:**

**Job Classification:** Non-Exempt

**Supervisor:** Coordinator ISAEP/Credit Recovery

**Pay Grade:** 20

**Contract Length:** 245 days

**Job Summary**

Position is responsible for PearsonVue testing to include GED and clerical support of the High School GED (ISAEP Program) and Credit Recovery Program. Position is responsible for monitoring and documenting a student's progress.

**Essential Duties**

1. Administer wide variety of PearsonVue tests, with primary focus on GED testing, ensuring proper administration and test security and student confidentiality.
2. Interact with internal and external customers to administer tests, communicate test-related information, and resolve issues.
3. Provide knowledge and expertise of GED testing and other testing processes district wide. Understand regulations and ensure compliance in order to maintain authorized site status and provide clerical services related to high school GED students enrolled in the ISAEP program.
4. Serve as GED Lead Examiner.
5. Perform all processes involved in administering PearsonVue testing in accordance with PearsonVue policies, vendor/agency/governmental requirements, and accepted testing methods.
6. Coordinate all GED testing services for the city of Newport News including services for high school students, adults and incarcerated individuals
7. Train and initiate certification for Pearson VUE test examiners/proctors.
8. Ensure test security and secure testing environment. Maintain confidentiality of student/tester data and information.
9. Perform necessary administrative tasks and processes to prepare individual for testing.
10. Work with school division technology staff to install and upgrade testing software and equipment; troubleshoot and resolve problems; maintain computers, scanners, printers, and related equipment used for testing; troubleshoot and report equipment problems.
11. Perform clerical duties related to enrollment of GED high school students and their attendance.
12. Provide progress reports to school-based staff who are monitoring GED student progress.
13. Maintains GED student files (paper and electronic).
14. Communicates with parents of high school GED students via various electronic means.
15. Coordinates office duties related to the Credit Recovery/GED Program, which includes registration and maintenance of records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

**Job Specifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individual with disabilities, who are otherwise qualified, to perform the essential functions.

**Minimum Qualifications (Knowledge, Skills and/or Abilities Required)**

Must have an associate degree. Thorough knowledge of standard office practices, procedures, and equipment. Must have the ability to plan, organize, direct, and monitor the testing program. Must possess skills and ***experience in data base management*** (Excel, Access, FMPPro or other). Must possess ability to communicate effectively verbally and in writing and be able to establish and maintain effective working relationships with students, staff, parents, and the public.

**Working Conditions & Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Must be able to sit for extended periods of time, exhibit manual dexterity to enter data into a computer terminal; see and read a computer screen and printed material with or without vision aids; ability to understand and follow oral and written instructions; speak in audible tones so that others may understand; physical agility to lift up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. All testing takes place in a computer lab, otherwise duties are performed in an office environment.

**Supervision Exercised:** GED Proctors

**Supervision Received:** ISAEP/Credit Recovery Coordinator/Specialist

***This job description in no way states or implies that these are the only duties to be performed by this employee. The GED Support Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Coordinator ISAEP/Credit Recovery or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.***

**Approvals:**

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Supervisor

Date

**I acknowledge that I have received and read this job description.**

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Employee Name (Print)

Signature

Date

07/2025