



POSITION DESCRIPTION

Position Title:	Digital Testing Supervisor
Level:	NAATI Band 3
Work Unit:	Operations team
Reporting to:	Team Leader, Digital Testing
Classification:	Full time

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 Digital Testing Supervisor is responsible for ensuring that NAATI's range of online tests are delivered in a high-quality, organised, and stress-free manner for candidates. This includes supporting candidates during their test sessions via live chat and providing timely and accurate assistance while troubleshooting basic technical issues. The role also involves reviewing and uploading candidate test assets to ensure they meet NAATI's policies and the required standards for assessment.

The Digital Testing Supervisor reports to the Digital Testing Team Leader and is expected to escalate any issues or concerns as they arise. The role includes organising schedules for casual staff to ensure adequate test session coverage and efficient delivery.

Excellent customer service and communication skills are essential, as the officer handles candidate queries across multiple communication channels. The ability to multitask and problem-solve effectively while managing several candidates and internal systems simultaneously is critical. Strong time management, attention to detail, and experience with digital tools are also crucial for success in this role. The position will also provide support to team members in the delivery and performance of their roles.

Key Responsibilities and duties:

Working directly with or through team members:

Recruitment and training

- Assist in the recruitment and training of Digital Testing Officers to meet NAATI testing requirements.
- Assist with developing and maintaining operational guides for NAATI testing.

Testing

1. Schedule, create and manage test sessions using NAATI's digital platforms, ensuring alignment with operational requirements.
2. Review and upload candidate test assets, ensuring accuracy, completeness, and compliance with NAATI's testing protocols.
3. Provide live support to candidates during test sessions, assisting with setup and participation, and responding to queries via live chat.
4. Monitor candidate conduct and test progress, escalating technical or procedural issues to the Digital Testing Team Leader as required.
5. Conduct quality control checks on candidate tests.

Customer Support

1. Respond promptly and professionally to candidate queries via live chat and email, providing accurate information and calm, solution-focused support.
2. Maintain a helpful and empathetic tone in all communications, resolving candidate concerns efficiently, including in high-pressure or emotionally charged situations.
3. Accurately record all candidate interactions and ensure timely follow-up on unresolved matters or technical issues.
4. Support the resolution of complaints and conflicts in accordance with NAATI's policies and service standards.
5. Ensure service delivery aligns with or exceeds NAATI's Service Level Agreements with candidates.
6. Provide assistance and guidance to team members in handling candidate communications and complex situations.
7. Contribute to the training and onboarding of new staff, ensuring consistency in messaging, service delivery, and adherence to established communication protocols.

Business outcomes

1. Work collaboratively with the team to deliver consistent and candidate-centred service.
2. Actively contribute to the NAATI business through input of subject matter expertise and input into broader business imperatives.
3. Other functions and tasks as required to support the success of NAATI.

Selection Criteria

Essential:

1. Demonstrated experience in customer service roles.
2. Strong multitasking and organisational abilities.
3. Previous experience in supervising and supporting teams.
4. Well-developed oral and written communication skills.
5. Proven ability for attention to detail and accuracy.
6. Effective problem-solving skills.
7. Proficiency in Microsoft Office and database systems.
8. Positive attitude and team collaboration.

Desirable:

1. Experience working with multicultural and diverse clients.
2. Knowledge of NAATI and NAATI's core business and objectives.
3. Ability to speak a language other than English.
4. Experience in audio and/or video editing.

Employment Conditions:

- Employment conditions are set out in NAATI's Enterprise Agreement 2024-2028.

Updated and approved by: Manager – National Operations January 24

Updated: Senior Operations Manager – June 25

Senior Operations Manager – October 26