

**We offer ample opportunity to the creative minds and invite applications from aspiring, young and experienced candidates thirsty for taking up new challenges.**

**Want to change the world? If the answer is yes, then you've come to the right place.  
Just email in brief about your profile and interest along with your resume at  
[novamantic@gmail.com](mailto:novamantic@gmail.com)**

**Novamantic is an ISO 27001:2013, 9001:2015 testing and assessment solutions provider company for educational Institutions, Government organisations, Corporate entities, individual customers and international clients around the world. Novamantic provides a full suite of assessment services to delivers exams in a very secure environment to millions of individual every year.**

**Novamantic is an Equal Opportunity and Affirmative Action Employer All qualified applicants, including minorities, women, protected veterans, and individuals with disabilities are encouraged to apply.**

**NOTE:- Preference will be given to employees who have past experience in  
(TESTING AND ASSESSMENT COMPANY)**

## **Test Center Manager**

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### **Willingness to travel across PAN India**

#### **Job Description:**

Expand your career at Novamantic with Test Center Manager position for PAN India locations. You will utilise your communication and customer skills with external customers while also working to select new Test Administrators, provide job coaching, and fair performance appraisals to current employees.

#### **Requirement:**

- Our ideal candidate demonstrates flexibility and teamwork.
- This position is benefit eligible.
- Ability to work 40-45 hours per week with an expectation to work more hours as needed.
- Employees must be available to work various shifts between the hours of 7 am - 10 pm various shifts as scheduled, any day Monday through Sunday.
- Available to address operational problems when not at test center.
- Performs on-time site opening and closing procedures.
- Understands all testing procedures.
- Checks in examinees, verifies identification, and explains the exam process.
- Monitors examinees while testing.
- Maintains a secure testing environment.
- Communicates with internal technical support to investigate and fix technical issues.
- Strictly adheres to company policies using careful judgment.

- Responsible for maintaining a professional and clean testing center with light housekeeping duties.
- Arrive on time for all scheduled shifts.
- Other duties as assigned.
- The Test Center Manager is the onsite manager of a small team of Test Administrator employees.
- Site staffing/hiring/retention/conflict resolution/scheduling.
- Trains, develops and coaches staff.
- First contact for facility issues.
- Ability to multi-task.

### **Skills Required:**

- Customer service experience is preferred.
- Supervision experience in customer service is highly preferred.
- High school diploma or equivalent is required. Bachelor's degree or equivalent business experience preferred.
- Team leading and training skills, and exposure to a testing environment are strongly preferred.
- Strong communication and customer service skills are a must, delivered with focused attentiveness and moderate interaction.
- Must be flexible in work hours and days.
- Intermediate experience in Microsoft Office Suite, Windows applications, Internet, and email.
- Ability to operate a computer, fax, and telephone.
- Must be able to work in a quiet, focused environment and hear spoken words in soft voices.
- Must be able to sit for long periods of time and also escort candidates to and from testing room. Must be able to bend, stoop and lift up to 20 lbs.
- Must be able to see small details at a distance. Ability to see names clearly on ID cards and the computer screen.

**Primary Location:** Any where in India **Work Locations:** PAN INDIA