

Steffani Mast

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Education

Lane Community College

1997-1998

Professional Experience

Steffani Mast has worked full-time as the Behavioral Research and Teaching Office Manager since 2011. Prior to beginning work at BRT, she worked in a local school district providing classroom assistance to elementary school educators.

Work Responsibilities

Event Planning & Scheduling

2011 - present

Responsible for planning and scheduling conferences and stakeholder group meetings. This work includes making arrangements for hotel, meeting room, and audio/video rental, ordering meals for attendees; composing and distributing communications to ensure attendees have a clear understanding of logistics for each event, and maintenance of accurate records for accounting purposes. In addition, assisted with the creation and production of high-quality materials for distribution to attendees at these meetings.

Editing and Quality Assurance for High Stakes Materials

2011 - present

Provide editing and quality assurance review of materials prepared for pre-school through grade 12 educators and stakeholder groups, including dissemination to parents and Department of Education personnel. Materials edited include annual technical report for the Oregon Department of Education's Extended Assessment for Students with Significant Disabilities; pre-school curriculum materials for the LRA-Greenhouse online app; formatting and review of all technical reports published on the BRT website.

Customer Support for Educators

2016 - present

Responsible for responding to educators' questions about how to sign up for and manage their accounts on the easyCBM assessment system via email and phone. This system has a user base of over 1.5 million students and K-12 educators across every state in the United States as well as international accounts in a variety of countries. Collaborates closely with co-worker Denise Swanson to ensure educators' questions are responded to in a timely manner and all customer questions and requests for service are documented and organized to enable auditing as needed.