

CLASSIFICATION SPECIFICATION

Tutoring Center Coordinator

FT/PT Class Code: 3068, 3568 Pay Grade: B/C 10 FLSA: Non-Exempt Rev. 10/31/16

SUMMARY STATEMENT: An incumbent is responsible for managing and coordinating the daily operations of the Tutoring Center for the campus including coordinating the recruitment, scheduling, training, and supervision of seasonal tutors for students.

NATURE AND SCOPE:

An incumbent in this class typically reports to a Department Chair and supervises a large group of seasonal tutors for students. An incumbent serves as a liaison between faculty, staff and students and ensures that campus tutoring services are satisfactorily provided. This position is differentiated from the Academic Support Assistant because it coordinates the daily operations of a campus-wide Tutoring Center and provides tutoring for multiple subject areas.

PRINCIPAL ACCOUNTABILITIES FOR LABORATORIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Manages the daily operations of the campus Tutoring Center, including setting up the center and ensuring appropriate coverage of tutors to meet student's needs. Tutors students as needed.
2. Coordinates all aspects of tutoring for the campus Tutoring Center, including recruiting, training, assigning, supervising, and evaluating a large group of campus seasonal tutors.
3. Handles inquiries regarding scheduling information, directions to the Center, phone numbers to call, etc. Determines operating hours and seasonal tutor work schedules. May create fliers or brochures to advertise the Tutoring Center's hours, operations, and procedures.
4. Provides individual assessment, evaluation, and follow-up of the academic progress of tutees and arranges for additional tutorial support/referrals for students who demonstrate academic need.
5. Evaluates all tutoring applications received for eligibility based upon income, citizenship, first generation college status, disability, and need for academic support.
6. Administers Student Satisfaction Survey to students and prepares reports for the Dean and faculty members as needed.
7. Conducts Tutor Orientation and training and also conducts additional workshops such as: College Success, Study Skills, Test Taking, Test Anxiety, Time/Stress Management, etc. for students.
8. Monitors and maintains all equipment in the Tutoring Center (computers, printers, copiers, etc.).
9. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of teaching methods and techniques.
- ◇ Knowledge of College policies and procedures.
- ◇ Knowledge of word processing, spreadsheet, and database software.
- ◇ Knowledge of supervisory principles and practices.
- ◇ Knowledge of interviewing techniques.
- ◇ Ability to communicate effectively, both orally and in writing.
- ◇ Ability to maintain, track, and tabulate data.
- ◇ Ability to make decisions and problem solve independently.
- ◇ Ability to multi-task and to function independently.
- ◇ Excellent organizational, decision-making, critical thinking, and communication skills.

MINIMUM QUALIFICATIONS:

- ◇ Associate degree in a relevant field and two (2) years of relevant experience; or other equivalent combination of education and experience.