

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Instructional Support Program Coordinator

**Department:** Academic Affairs

**Location:** EVC or SJCC

**Date:** 7/1/15

---

---

**POSITION PURPOSE**

Reporting to a Dean or assigned administrator, the Instructional Support Program Coordinator coordinates and supports instructional programs operating typically out of an instructional lab. Responsibilities include being the primary individual responsible for carrying out the administrative aspects of a variety of instructional programs; support faculty and staff in providing specialized tutoring assistance to a related discipline's students. Duties include activities such as hiring and scheduling of student help, report writing, and budget management. Position also includes providing direct instructional support, conducting class demonstrations and delivering workshops or presentations related to program learning objectives.

**KEY DUTIES AND RESPONSIBILITIES:**

**Administrative**

1. Coordinate and ensure the ongoing successful operation of instructional programs including a combination of instructional support and administrative activities.
2. Establish and maintain instructional support standards for student workers or tutors. May also include directing work of Instructional Support Assistants.
3. Hire, train and evaluate student workers or tutors; schedule and assign work; establish priorities and adjust assignments to ensure effectiveness and professionalism in tutoring.
4. Oversee submission and approval of student tutor attendance reports.
5. Monitor, track, and report on program budgets. Assist the Dean with preparation and administration of budgets governing the programs and make budget recommendation.
6. Prepare, maintain and update a variety of statistical reports, forms, surveys, and materials in assigned programs.
7. Administer tests and quizzes in accordance with State regulations and college policies. Prepare testing schedules. Ensure security of test materials and maintain confidentiality with regard to student test-taking.
8. Monitor, maintain and order supplies as needed, and make purchase recommendations for equipment and instructional material needs.
9. Work with other staff and faculty to establish lab/classroom procedures.

**Working with Students – Instructional Support**

10. Provide one-on-one and small group instructional support to students at all levels within the college in either a classroom or lab setting. Reinforce and reintroduce information and materials presented in class or in self-paced modules and introduce alternative or expanded information to enhance student learning.
11. Working with instructors, design and deliver workshops and learning modules based on

instructional objectives for students and possibly faculty and staff.

12. Work with students who learn at varying speeds to continually engage those moving more quickly as well as supporting those needing more time and assistance.
13. Working with instructors, demonstrate and assign appropriate drills and construct developmental models and projects for the lab or classroom, and as needed catered to particular student needs. May revise learning materials as needed.
14. Provide a variety of technologies and resources for students in addition to verbal assistance such as computer-assisted instruction and video/audio taped lectures.
15. Recognize when students are experiencing learning difficulties and present material using various approaches to identify what works for which students.
16. Refer students as appropriate to Disabled Students Programs and Service (DSP&S). Work with DSP&S to incorporate adaptive technologies and alternative learning exercises and approaches to increase student learning.
17. Provide referrals to and work closely with a variety of campus services designed to support and enhance learning opportunities for students.
18. Verify completion of student assignments and monitor student progress and attendance. Anticipate potential challenges that will face students relative to specific assignments based on particular needs including but not limited to learning styles, disability and students with English as a Second Language. Suggest strategies for students to overcome the challenges.
19. Analyze assignments from instructors within the discipline to help determine requirements. Evaluate student work for the assigned curriculum, and make determinations if assignment criteria, class grade level standards, and the other specific requirements established by instructors are met.
20. Create, organize, and maintain general files for group tutoring and drop-in tutoring sessions. Maintain records of tutor/student client sessions. Prepare and maintain accurate and current records of lab operations. Maintain accessible records of feedback on tutor performance, skills, style, and interests.
21. Consult reference works and/or perform internet searches to research concepts related to student assignments. Conduct searches as requested for learning materials in subject area.
22. Tutor and instruct students in learning and test-taking strategies (e.g., flash cards, study guides, and test-taking techniques).
23. May conduct assessments and recommend student level placement.
24. Serve as a liaison between the student and instructors and tutors. Keep instructors apprised of student progress.

#### **Technical Support – Use of Lab/Classroom and Equipment**

25. Schedule and conduct orientations for assigned lab and/or classroom areas including instruction on use of equipment and procedures and provide continual monitoring for proper usage.
26. Provide ongoing technical assistance to students related to proper use of tutorial and laboratory equipment. Create supporting documentation as needed for use of lab/center services and computer equipment. Organize and maintain existing reference materials, and create answer keys as needed.

**Other**

27. Perform other related duties as assigned.

**Knowledge of:**

1. Time management and office management techniques such as staff scheduling, project planning, task prioritizing, record keeping and file maintenance.
2. Effective use of technology and computer applications for providing instructional support.
3. A working knowledge of learning styles and learning disabilities.
4. A working knowledge of a range of courses offered within the assigned instructional area.
5. In-depth knowledge of tutorial and instructional techniques.
6. Administrative processes such as payroll and student records.
7. Enterprise application software and MS Office such as Word, Excel spreadsheets.
8. Modern office practices, procedures and equipment including computer operation.
9. Oral and written communication skills.

**Skills and Ability to:**

1. Carry out the responsibilities of the job including general instructional support, providing a range of tutoring and instructional support for adult students of diverse backgrounds, abilities and skill levels.
2. Hire, train, and schedule student tutors and maintain staffing level to lab usage.
3. Make formal and information presentations one-on-one and in groups.
4. Support students and solve subject-related problems in assign area.
5. Write reports, business correspondence and procedure manuals.
6. Maintain and update multiple budgets.
7. Supervise lab users, administer tests, and perform general clerical tasks.
8. Communicate effectively both orally and in writing and make presentations.
9. Establish and maintain cooperative and effective working relationships with others.
10. Work independently with little supervision; prioritize work and meet schedules.

**Experience and Education:**

1. An Associate degree supplemented by college course work, training or other types of non-credit activities with sufficient focus on subjects related to assigned area.
2. Four years of directly related work experience, lead experience or experience of working with people with learning and other types of disabilities preferred.

3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic back of groups historically underrepresented, and groups who may have experienced discrimination.

## **WORKING CONDITIONS**

### **Environment:**

1. Typical office environment.

### **Physical Demands:**

1. Dexterity of hands and fingers to operate a computer keyboard.
2. Sitting or standing for extended periods of time.
3. Hearing and speaking to exchange information in person or on the telephone.
4. Seeing to read a variety of materials.

Board Approved: 6/9/15

Salary Range: 96

EEO Category: 2B3 – Technical/Paraprofessional