

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

Position: Tutoring Center Coordinator

Department: Academic Affairs

Location: SJCC

Date: 7/1/15

POSITION PURPOSE

Reporting to a Dean or assigned administrator, the Tutoring Center Coordinator coordinates and supports a campus-wide peer tutor program by screening and hiring student tutors and arranging for student tutor coverage in a large, stand-alone learning lab, with additional satellite labs and the in-class tutor program. The position provides administrative services to support the center that include but are not limited to scheduling of student help, timesheet processing, records, reports, supplies, and budget.

DISTINGUISHING CHARACTERISTICS

The Tutoring Center Coordinator is part of a career path within instructional support. Advancement to this position is based on compliance with the stated qualifications, promotional opportunity, the ability to administer an instructional support program, and the demonstrated ability to supervise a team of student employees.

KEY DUTIES AND RESPONSIBILITIES

1. Under the Dean's supervision, oversees the LRC open computer lab and provides regular ongoing assistance to related faculty and staff.
2. Coordinates and schedules tutorial assignments to a variety of labs, tutor/student client meetings, and group discussions. Coordinate group and individualized tutoring, and schedules student client with appropriate tutor, in skill, learning and communications style.
3. Hires, trains and evaluates student workers or tutors; schedules and assigns work; establishes priorities and adjust assignments to ensure effectiveness and professionalism in tutoring.
4. Oversees submission and approval of student tutor attendance reports.
5. Analyzes scheduling to optimize tutors for the amount of student traffic in labs, prevent double booking of tutors, and to ensure each tutor is available for scheduled appointments with student client.
6. May coordinate or provide individual and group test/examination proctoring. Informs students of instructor directions and proctor tests, examinations, and quizzes. Logs students in and out for test proctoring.
7. Maintains a quiet testing environment for students. Ensures security of test materials and otherwise maintain confidentiality of confidential and/or sensitive matters with regard to test proctoring.
8. Introduces tutors to student clients, easing frustrations of student clients by facilitating learning, mediating between student clients and tutors, and assisting them with problem solving, and providing student clients with general study and test taking skills and techniques.
9. Tutors students in certain academic areas and helps students register in class on an 'as-needed' basis.
10. Orients students in the purpose and use of various study laboratory materials, including programmed instruction, audio/visual laboratory consoles, and computer-aided instruction.

11. Provides referrals to and works closely with a variety of services design to support and enhance learning opportunity for students with special academic and mobility needs.
12. Creates, organizes, and maintains general files for group tutoring and drop-in tutoring sessions. Maintains records of tutor/student client sessions. Prepares and maintains accurate and current audit trail records of Tutoring Center operations. Maintains accessible records of feedback on tutor performance, skills, style, and interests.
13. Maintains an up-to-date inventory of instructional materials, books, and administrative tools such as answer keys and test keys.
14. Ensures that tutor and student attendance is documented and entered onto a computer-aided timekeeping system.
15. Reviews student work-in-progress to assess effectiveness of tutoring.
16. Assists the Dean with preparation and administration budgets governing the Tutoring Center. Reviews student and tutor activity for prior time periods, student enrollment projects, and other factors when recommending budget amounts.
17. Prepares a variety of statistical reports, forms, and surveys (including the Tutoring Center's annual program review) for internal and external agency use.
18. Contacts the school newspaper, faculty, student governance, and other resources to publicize the capability and operating hours of the Tutoring Center as needed.
19. Perform other related duties as assigned.

EMPLOYMENT STANARDS

Knowledge of:

1. Time management and office management techniques including scheduling and customer service, project planning, task prioritizing, record keeping and file maintenance.
2. Effective use of technology and computer-aided instructional applications for providing instructional support.
3. A working knowledge of learning styles and learning disabilities with respect to learning ability and comprehension of specific subjects.
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. Hiring, interview and 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. Standard and common office clerical practices.
10. 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.
11. Demonstrated sensitivity to a diverse population of students and staff in terms of academic, socioeconomic, cultural, disability, and ethnic background.

Experience and Education:

1. An Associate's degree with adequate concentration in the subjects related to assigned area, and
2. Six years of experience in an instructional support capacity that includes leadership over a learning lab.
OR
3. A Bachelor's degree, and
4. Two years of experience providing instructional support in a laboratory environment.

WORKING CONDITIONS

Environment:

1. Typical office environment.

Physical Demands:

1. Dexterity of hands and fingers to operate a computer keyboard.
2. Sufficient ambulatory to move to work stations and sitting or standing for extended periods of time.
3. Hearing and speaking to exchange information in person or on the telephone.
4. Visual acuity to read numbers and words and to observe students perform tests and assignments.

Board Approved: reformatted
Salary Range: 100
EEO Category: 2B3 – Technical/Paraprofessional