## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TUTORIAL CENTER COORDINATOR

### **BASIC FUNCTION:**

Under the direction of the Dean of Academic Information Services, plan, coordinate, and oversee the day-to-day operations of the Academic Success Center and other Learning Assistance Services (LAS) tutorial areas; assist in the development, implementation, review, and revision of procedures for various phases of the Center's operations; oversee and monitor various budget expenditures and maintain expenditure records and ledgers for all Learning Assistance Services programs; provide support services to special projects and prepare special statistical reports for various tutorial programs; supervise and evaluate assigned hourly staff and student workers.

## REPRESENTATIVE DUTIES:

Plan, coordinate, and supervise the daily operations of the Academic Success Center and other Learning Assistance Services tutorial areas. E

Provide work direction and supervision to assigned personnel; prioritize office activities and coordinate workflow to be responsive to time lines; delegate and assign responsibilities and duties; review work for compliance with District policies and practices; oversee and prepare monthly time sheets for all LAS tutorial personnel including student workers, part-time classified hourly, and certificated staff. E

Assist the Dean and LAS Coordinator with activities and long-range planning related to assigned areas of responsibility; recommend and implement appropriate changes; consult with departments and attend meetings to maintain policy and procedural knowledge for Center operations. E

Establish and maintain a variety of files and records including to maintain and operate a system for the collection and accounting of all tutorial hours for the various LAS programs, special tutorial programs and student populations, and tutorial positive attendance for assigned programs; maintain confidentiality of information and records. E

Gather, compile, tabulate, and summarize data and information from a variety of sources; prepare appropriate forms, schedules, and reports to present data; prepare and provide specialized statistical reports and services related to Learning Assistance Services as needed. E

Schedule, organize, and administer tests at the Academic Success Center and other locations; schedule proctor, date, and time of assigned exams; arrange suitable test sites; train assigned proctors on procedures; ensure test materials are at designated testing locations; ensure integrity of testing environment; ensure appropriate forms and contracts are completed by instructors and students prior testing; maintain testing records and files; deliver proctored exams with confirmation tracking. *E* 

Coordinate with LAS Coordinator, faculty, and special programs personnel to identify tutoring needs for each discipline; prepare projections to determine allocation of tutorial hours for each discipline. E

Assist LAS Coordinator in the development of special projects to improve and expand LAS services of the program. E

Prepare and monitor budgets of assigned LAS areas; monitor budget expenditures for tutorial programs under assigned programs; project expenditures for tutorial programs. E

### **Tutorial Center Coordinator - Continued**

Assist program supervisors in LAS policies and procedures protocol for tutorial programs; assure budgetary timelines are met; arrange meetings; implement and maintain specialized student tracking system to track, summarize and prepare reports for selected student populations. E

Process all new tutor applications for SWC and Education Centers; review applications for accuracy and completeness; perform initial interview of all candidates; verify and make recommendations regarding employment for various tutorial programs; select Academic Success Center tutorial personnel; terminate tutorial personnel when necessary; coordinate and schedule tutor training seminars, workshops, and activities as needed. E

Provide assistance and information in person and on the telephone to students, faculty, staff, and members of the general public regarding tutorial programs and assistance offered on campus and at satellite locations; explain applications, policies, procedures, requirements, and restrictions; review forms for accuracy and completeness; receive complaints, resolve issues or refer such to appropriate personnel according to established procedures and guidelines. E

Operate a variety of standard office equipment including a computer terminal, word processor, printer, and duplicating equipment for the preparation of a variety of documents, correspondence, reports, and related materials; obtain, verify, and input a variety of information and data to develop, produce, and maintain various information, records, and reports; create a variety of flyers, ledgers, and forms. E

Perform related duties and responsibilities as required.

# KNOWLEDGE AND ABILITIES:

# KNOWLEDGE OF:

Principles, practices, procedures, and policies relating to Academic Success Center operations and assigned activities.

Principles and practices of supervision and training.

Methods and practices of financial and statistical record keeping and report preparation.

Goals and objectives of a college tutorial program.

Methods and techniques of research and analysis.

Modern office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheets, and statistical databases.

Basic principles and practices of budget preparation and control.

Interpersonal skills using tact, patience and courtesy.

District organization, operations, policies, and objectives.

English usage, grammar, spelling and vocabulary.

Oral and written communication skills.

## ABILITY TO:

Oversee the daily operations of assigned operations and activities of the Tutorial Program.

Prioritize, plan, organize, and provide work direction to assigned hourly staff and student workers.

Select, train, and evaluate assigned student workers.

Perform specialized clerical and technical duties related to assigned LAS service areas involving the use of independent judgment and personal initiative.

Perform routine administrative and office details.

Plan and organize work to meet schedules and timelines.

Compile, assemble, and interpret data from diverse sources.

Maintain complex and varied files and records in an accurate, complete, organized, and timely

Prepare a variety of reports and correspondence related to area of assignment.

#### **Tutorial Center Coordinator - Continued**

Participate in the development and monitoring of assigned budget.

Operate and use modern office equipment including a computer and various applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work confidentially with discretion.

Speak and write clearly in English and a designated second language as assigned.

Learn, understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures and apply them with good judgment.

Analyze situations accurately and adopt an effective course of action.

Work independently with little direction.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

# **EDUCATION AND EXPERIENCE:**

Any combination equivalent to the following: graduation from high school supplemented with two-years of college level course work related to area of assignment and three years of increasingly responsible experience in a tutorial program service area involving frequent student and public contact and organizational skills.

# LICENSES AND OTHER REQUIREMENTS:

Incumbents in this classification may be required to speak, read, and write clearly in a designated second language.

## WORKING CONDITIONS:

**ENVIRONMENT:** 

Office environment.

Constant interruptions.

# PHYSICAL ABILITIES:

Sitting, standing, or walking for extended periods of time.

Seeing to read and verify data, prepare various materials, and observe Center operations.

Hearing and speaking to communicate instructions and exchange information on the telephone or in person.

Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.

### HAZARDS:

Extended periods of time viewing computer monitor.

Possible contact with dissatisfied, hostile, and/or sometimes abusive individuals.

Created: December, 2001 Johnson & Associates

Approved by the Governing Board on December 12, 2001