

Position: Tutorial Services Specialist	Salary Grade: 16
Department: Student Services	FLSA: Non-exempt

Summary

Coordinates services for a campus-wide peer tutor program by screening and recommending hiring tutors, and arranging for tutor coverage in learning labs. Provides administrative support services to the center that include but are not limited to scheduling of students, timesheet processing, records, reports, supplies, and budget.

Essential Duties and Responsibilities

- Coordinates, oversees, and participates in the day-to-day operations of the Tutoring Center and Tutoring Services Program.
- Recruits tutors, receives applications, screens, interviews, recommends employment of tutors. Verifies employment eligibility and works with human resources to arrange for pre-employment screenings, as required by laws and College policies. Provides orientation and prepares training materials for tutors.
- Coordinates and schedules tutorial assignments to a variety of labs, tutor/student client meetings, and group discussions. Coordinates group and individualized tutoring, and schedules student clients with appropriate tutor, in skill, learning and communications style.
- Updates a web page of available tutors, including time availability and subjects. Updates the on-line tutoring program.
- Confers with tutors to explain performance standards, policies, and procedures. Monitors tutorial sessions. Reviews the performance and ability of tutors to work with students and subject matter.
- 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 clients.
- Reviews student schedules, academic standing, course load, and course completion to arrange compatible tutoring schedules. Monitors student attendance in mandatory study lab or tutorial sessions.
- 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.
- Personally tutors students on an 'as-needed' basis and in areas that include but are not limited to basic math, ESL, writing, and English skills.

- Orients students in the purpose and use of various study laboratory materials, including programmed instruction, audio/visual laboratory consoles, and computer-aided instruction.
- Provides referrals to and works closely with a variety of services designed to support and enhance learning opportunity for students.
- Recognizes potential learning disabilities and makes referrals to the appropriate persons.
- Creates, organizes, and maintains 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 records on tutor performance and skills.
- Maintains an up-to-date inventory of instructional materials, books, and solution manuals.
- Ensures that tutor timecards are properly documented, and student attendance is accurately entered onto a computer-aided timekeeping system.
- Reviews student work-in-progress to assess effectiveness of tutoring.
- Assists with preparation and monitoring of budgets governing the Tutoring Center. Reviews student and tutor activity for prior time periods, student enrollment projections, and other factors when recommending budget amounts.
- Prepares a variety of statistical reports, forms, and surveys for internal and external agency use.
- Publicize the capability and operating hours of the Tutorial Services Program through activities such as, but not limited to classroom and meeting presentations, preparing informational materials, and advertisements.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires in-depth knowledge of office management techniques including scheduling and customer service, office methods and procedures, basic bookkeeping procedures, filing and record retention requirements, and computer-aided software applications/packages (learning assistance, word processing, spreadsheets, database access and data entry, and desktop publishing). Requires a basic knowledge of student hiring and related processes. Requires a working knowledge of learning styles. Requires a working knowledge of community college instructional programs and student services. The position requires a working knowledge of a range of lower division courses including but not limited to elementary mathematics, writing, ESL, and English. Requires an awareness of learning disabilities/problems with respect to learning ability and comprehension of specific subjects. Requires in-depth knowledge of tutorial and instructional techniques. Requires a working knowledge of computer-aided instructional

techniques and software applications. Requires knowledge of and skill in using proper English grammar, vocabulary, syntax, spelling and punctuation. Requires sufficient human relation skills to convey technical concepts to others and to facilitate a small group learning process. Requires a basic knowledge of standard and common office clerical practices.

- **Abilities**

Requires the ability to carry out all the responsibilities of the job including general instruction support, providing a range of tutoring and instruction for adult students of diverse backgrounds, abilities and skill levels. Requires the ability to screen, train, and schedule tutors. Requires the ability to link staffing to customer traffic. Requires the ability to make formal presentations to classroom sized groups. Requires the ability to relate positively to students in a teaching/learning environment, develop and maintain effective working relationships, and recognize learning disabilities and make the appropriate referrals for assistance. Requires the ability to independently solve subject-related problems in math, basic algebra, writing, ESL, and English. Requires the ability to listen actively and effectively, identify and solve problems; facilitate learning for students, and build student confidence in learning. Requires the ability to communicate effectively both orally and in writing, speak in a clear and concise manner, and follow oral and/or written instructions. Requires the ability to supervise tutors, administer tests, and perform general clerical tasks. Requires the ability to operate computers and utilize software applications. Requires a demonstrated sensitivity to a diverse population of students and staff in terms of academic, socioeconomic, cultural, disability, and ethnic background. Requires the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires sufficient ambulatory ability to move to work stations. Requires sufficient arm, hand, finger dexterity in order to use a personal computer keyboard and other office equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings. Requires visual acuity to read numbers and words and to observe students perform tests and assignments.

- **Education and Experience**

Requires an Associate's degree and three years of experience providing and coordinating support in learning laboratory or other student service environments.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 07/10/2003