

KERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: **Tutoring Services Team Leader**

BASIC FUNCTION:

Coordinates services for a campus-wide peer tutor program by screening and recommending the hiring of 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.

REPRESENTATIVE DUTIES:

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 lab orientation 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 materials on general study and test taking skills and techniques.

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.

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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.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Office management techniques including scheduling and customer service, office methods and procedures.

Basic bookkeeping procedures.

Filing and record retention requirements.

Computer-aided software applications/packages (learning assistance, word processing, spreadsheets, database access and data entry, and desktop publishing).

Student hiring and related processes.

Various learning styles.

Community college instructional programs and student services.

Lower division courses including but not limited to elementary mathematics, writing, ESL, and English.

Learning disabilities/problems with respect to learning ability and comprehension of specific subjects.

Tutorial and instructional techniques.

Computer-aided instructional techniques and software applications.

Correct English grammar, vocabulary, syntax, spelling and punctuation.

Human relation skills to convey technical concepts to others and to facilitate a small group learning process.

Standard and common office clerical practices.

ABILITY TO:

Carry out all the responsibilities of the job including general instruction support, providing a range of support for adult students of diverse backgrounds, abilities and skill levels.

Screen, train, and schedule tutors.

Link staffing to customer traffic.

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Make formal presentations to classroom sized groups.

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.

Independently solve subject-related problems in math, basic algebra, writing, ESL, and English.

Listen actively and effectively, identify and solve problems; facilitate learning for students, and build student confidence in learning.

Communicate effectively both orally and in writing, speak in a clear and concise manner, and follow oral and/or written instructions.

Supervise tutors, administer tests, and perform general clerical tasks.

Operate computers and utilize software applications.

Demonstrate sensitivity to a diverse population of students and staff in terms of academic, socioeconomic, cultural, disability, and ethnic background.

Perform work assignments at all College locations.

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:

ENVIRONMENT:

Work is performed indoors where minimal safety considerations exist.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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| 1. Seldom = Less than 25 percent | 3. Often = 51-75 percent |
| 2. Occasional = 25-50 percent | 4. Very Frequent = 76 percent and above |

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| <u>4</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations. |
| <u>2</u> | b. | Ability to stand for extended periods of time. |
| <u>4</u> | c. | Ability to see for purposes of reading printed matter. |
| <u>4</u> | d. | Ability to hear and understand speech at normal levels. |
| <u>4</u> | e. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>2</u> | f. | Ability to bend and twist, stoop, kneel, run and crawl. |
| <u>4</u> | g. | Ability to operate office equipment. |
| <u>2</u> | h. | Ability to reach in all directions. |