

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: DISTRICT TUTORIAL COORDINATOR**

#### **SUMMARY DESCRIPTION**

Under the direction of the Dean of Instructional Support Services, plan, coordinate, and oversee the day-to-day operations of the Academic Success Center (ASC) 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; assist in the development and management of assigned budgets including budgets with District, fee-based, and special project funding; 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 and departments; supervise and evaluate assigned hourly staff and student workers; and provide work guidance to LAS/ASC clerical staff and all program hires.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, coordinate, and lead the daily operations of the Academic Success Center and other Learning Assistance Services tutorial areas. *E*
2. Provide work guidance and lead 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*
3. Assist the Dean of ISS and assigned faculty Coordinator in planning, directing, coordinating, and reviewing the work plan for LAS staff providing learning assistance services; provide input to ISS Dean for staff evaluations. *E*
4. Provide work guidance, schedule, and assign work activities to LAS clerical staff, test proctors, tutorial hourly personnel, and student workers. *E*
5. Assist the Dean and assigned faculty 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 District tutorial operations. *E*
6. Establish and maintain a variety of files and records of all tutorial hours for the various LAS programs, special tutorial programs; and student populations; extract positive attendance hours from college positive attendance software system; maintain confidentiality of information and records. *E*
7. 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*
8. Coordinate with faculty Coordinator, instructional faculty, and special programs personnel to identify tutoring needs for each discipline and program under LAS; prepare projections to determine allocation of tutorial hours for each discipline and program under LAS. *E*
9. Assist faculty Coordinator in the development of special projects to improve and expand program services. *E*
10. Participate in the development and administration of LAS budget and special projects budgets assigned for tutoring including BSI, DSS, EOPS, Student Equity, and Title V; recommend funds needed for staffing, equipment, materials, and supplies; monitor and recommend expenditures;

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- monitor and maintain department's and special program budget accounts; prepare requisitions and budget transfers; maintain ledgers and files. *E*
11. Assist the Dean of ISS and the faculty Coordinator in the development and management of assigned budgets including District, Grants, Projects, and Power Study Program budgets; oversee and coordinate the day-to-day budgets, equipment requisitions, and record keeping functions. *E*
  12. Assist program supervisors in LAS policies and procedures protocol for tutorial programs; ensure budgetary timelines are met; arrange meetings; implement and maintain specialized student tracking system to track, summarize, and prepare reports for selected student populations. *E*
  13. 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; complete hire paperwork for LAS non-contract employees each academic year; terminate tutorial personnel when necessary; coordinate and schedule tutor training seminars, workshops, and activities as needed. *E*
  14. 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*
  15. Provide assistance to students, staff, and the general public in person, via email, and on the telephone regarding the STARS program; explain application and payment process; review completed application and payment forms for accuracy; respond to specific questions, requests, and concerns related to the program; work and collaborate with evening LAS adjunct oversight for STARS needs; collect and analyze data and complete report each semester for STARS Program; develop, implement, and maintain a system for tracking STARS program payment fees and student tutored hours, attendance records, and other program related records. *E*
  16. Oversee and monitor LAS test proctoring program (fee-based and SWC services) to ensure scheduling, organization, and administration of tests at the Academic Success Center; monitor and work with test proctors for scheduled proctor, date, and time of assigned exams; arrange suitable test sites; train assigned proctors on procedures; work with test proctors to ensure test materials are at designated testing locations; work with test proctors to ensure integrity of testing environment; work with test proctors and ASC clerical staff to ensure appropriate forms and contracts are completed by instructors and students prior to testing; maintain testing records and files; work with test proctors to ensure delivery of proctored exams with confirmation tracking; collect test proctoring data and analyze and complete report for each semester. *E*
  17. 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*
  18. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Operations, services, and activities of a tutorial program including principles, practices, procedures, and policies relating to Learning Assistance Services operations and assigned activities.  
Principles and practices of supervision and training.  
Principles and practices of research and report preparation.

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Complex record-keeping practices and inter-related filing systems.  
Goals and objectives of a college tutorial program.  
Principles and practices used in analyzing and evaluating programs, policies, and operational needs.  
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and 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 Learning Assistance Services (LAS) tutorial areas.  
Prioritize, plan, organize, and provide work guidance to assigned hourly staff and student workers.  
Select, train, and evaluate assigned student workers.  
Perform specialized and complex 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.  
Research, compile, assemble, analyze, and interpret data from diverse sources.  
Maintain complex and varied files and records in an accurate, complete, organized, and timely manner.  
Prepare clear and concise oral and written reports both narrative and statistical.  
Participate in the development and monitoring of assigned budget.  
Participate in the development and administration of policies and procedures related to assigned activities.  
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.  
Plan and organize work to meet changing priorities and deadlines.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database 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.  
Respond tactfully, clearly, concisely, and appropriately to inquiries.  
Analyze situations accurately and adopt an effective course of action.  
Work independently in the absence of supervision.  
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 an Associate's degree or two years of college level course work related to area of assignment; and five years of increasingly responsible administrative support and technical experience including experience in a tutorial program service area involving frequent student and public contact and organizational skills.

**LICENSE OR CERTIFICATE**

Valid California driver's license and a safe driving record.

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

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Created: October, 2015

*Forsberg Consulting Services (Retitling and update of Tutorial Center Coordinator)*

Revised: January, 2016

*Forsberg Consulting Services*