

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE: WRITING LAB TECHNICAIN**

### **SUMMARY DESCRIPTION**

Under the direction of the assigned School Dean, oversee the daily operations and activities of multiple large multi-level instructional Writing Labs; provide information and assistance to instructors, students, and support staff in the Writing Labs including to provide technical supervision and assistance in the use of assigned computer lab equipment and to provide training and in-service to staff regarding lab procedures; assist in preparation of instructional materials; assist English Department Chair in the preparation and development of class schedules; maintain lab materials and equipment in a safe, clean, and orderly condition.

### **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. Oversee the daily operations and activities of multiple large multi-level instructional Writing Labs; ensure operation and maintenance of lab facility and equipment in a safe, clean, and orderly condition. E
2. Select, train, supervise, evaluate, and provide work direction to assigned student workers and hourly staff; facilitate scheduling of student worker training; formulate and prepare semester work schedules, providing extra coverage as necessary; assign work and supervise student workers in the safe operation and use of the Writing Labs; oversee, prepare, and sign student worker timesheets; terminate employment when necessary. E
3. Facilitate scheduling of Open labs each semester; establish hours of operation based on availability of facilities and support staff. E
4. Provide assistance and guidance to students in Open lab where an instructor or tutor are not always present; assist students individually or in small groups, reinforcing or following up on instructions provided by instructor; enforce Positive Attendance for Open Lab accountability system. E
5. Provide information and assistance to instructors, staff, and students in the proper use of lab materials and equipment including computers and software applications; provide in-service training for staff in basic computer operations and applications. E
6. Maintain a variety of files and records; enter student information into system; provide class rosters with student IDs for each instructor; generate student progress reports at instructor's request. E
7. Proofread, edit, and assist the English Department Chair in the preparation and development of class schedules, class locations, and work assignments for publication; create grids and charts to avoid room conflicts; transfer information to other files; update faculty distribution lists. E
8. Assure proper operation of computers and other equipment in the Writing Labs; perform minor maintenance on computers including to remove programs accidentally placed on computer by students and to run ScanDisk, defragmenter and virus scans on the hard drive; notify computer services of major problems. E
9. Establish and enforce lab policies and procedures; recommend new and revised policies and procedures as appropriate. E
10. Track and monitor budget expenditures as assigned; track and monitor the department's supplies budget and the student workers' District and Federal Work Study budgets. E

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11. Maintain complex and varied files and records such as tests, articles, books, magazines, forms, worksheets, answer keys, current student files, and former student records; ensure the security of tests, lab materials, supplies and equipment. E
12. Order, receive, catalog and store writing materials, forms and supplies; maintain inventories assuring that adequate quantities are available for timely instructional use. E
13. Evaluate and recommend purchase of instructional materials within budgetary limitations. E
14. Participate in department meetings; take minutes and provide sign-in sheet for each meeting; distribute agendas, minutes, and related materials to faculty. E
15. Provide information and assistance in person or by phone where judgment, knowledge, and interpretation of writing program policies and regulations may be necessary; answer requests by providing or forwarding information on writing program and open lab hours. E
16. Perform a variety of general clerical duties such as typing, filing, maintaining records, and duplicating instructional materials; operate a variety of office and lab equipment including computer, copier, scanner, scantron machine, and typewriter. E
17. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Principles, practices, procedures, and equipment used in the operation of an instructional writing laboratory.

Principles and practices of supervision and training. Instructional methods and techniques.

Office management principles and methods. Office procedures, methods, and equipment.

Principles, practices, and terminology used in the operation, use, care, and minor repair of a variety of computers and peripheral equipment.

Applicable software applications including computer assisted instructional applications. Principles and procedures of record keeping.

Inventory control and checkout procedures and methods. Interpersonal skills using tact, patience and courtesy.

English usage, grammar, spelling and vocabulary. Oral and written communication skills.

Basic math.

Technical aspects of field of specialty.

**ABILITY TO:**

Oversee the assigned operations and activities of the instructional writing labs including to coordinate the use of various instructional writing lab facilities and equipment.

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

Select, train, and evaluate assigned student workers.

Operate and demonstrate the operations of a variety of laboratory materials and equipment to faculty, students, and staff.

Adapt to changing technologies and learn functionality of new equipment and systems. Maintain labs in a safe, clean, and orderly condition.

Maintain instructional writing lab equipment including to perform minor maintenance to computers.

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Provide information and assistance to staff, faculty, and students.  
Learn, understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures and apply them with good judgment.  
Maintain complex and varied files and records in an accurate, complete, organized, and timely manner.  
Prepare a variety of reports and correspondence related to area of assignment.  
Plan and organize work to meet schedules and timelines.  
Work confidentially with discretion.  
Ensure the security of assigned equipment, materials and supplies. Analyze situations accurately and adopt an effective course of action. Work independently with little direction.  
Participate in the development and monitoring of assigned budget.  
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: a Bachelor's degree in a field directly related to area of specialty and two years of tutoring or instructional support experience in the academic area to which assigned that included experience with computer systems and applications related to writing.

**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:** Instructional lab environment; Constant interruptions and distractions. Work variable hours.

**Physical:** Primary functions require sufficient physical ability and mobility to lift, carry, push, and pull moderately heavy to heavy objects; sit, stand, or walk for extended periods of time; climb on step stools to reach shelves with supplies; reach overhead, above the shoulders and horizontally; bend at the waist, kneel or crouch. Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.

**Vision:** See in the normal visual range with or without correction to read and verify data, prepare various materials, and observe students and activities.

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