

## **IMPERIAL COMMUNITY COLLEGE DISTRICT CLASS LEARNING SUPPORT SERVICES COORDINATOR**

### **CLASSIFIED**

#### **BASIC FUNCTION:**

Under the direction of the Area Administrator or assigned supervisor, the Coordinator for Learning Services Support is responsible for the operation of multiple tutoring centers including the Study Skills Center (SSC), STEM Center and the World Languages Tutoring Center (WLTC); and the successful delivery of the services like the Learning Intervention and Networking Communities (LINC) program and the Embedded Tutoring Program.

This position performs a wide variety of functions with respect to tutoring services including, but not limited to, developing and monitoring the tutoring services annual budget expenditure; hiring, supervising and evaluating the performance of tutors; developing tutoring programs together with instructors in various disciplines; managing the daily operation of the three tutoring centers; preparing reports on a regular basis; and conferring with program participants.

The Learning Support Services Coordinator is also responsible for coordinating the tutoring services at extended campuses.

The Learning Services Coordinator must collaborate effectively with faculty members in order to provide the proper tutoring support. The position requires hands-on tutoring experience along with the ability to organize and manage a team of tutors.

#### **REPRESENTATIVE DUTIES:**

Coordinate and communicate with Dean of Technology & Learning Services, Learning & Tutoring Specialist, counselors, and other support staff to define the degree and nature of academic support services to be provided to all students. The scope includes face-to-face, online, and hybrid classes.

Coordinate supportive/assistive learning and tutoring services to individual students and to campus-wide programs and activities including the LRNA800 Non-credit Supervised Tutoring and the support of the student learning outcome (SLO).

Supervise the day-to-day operations and maintenance of a major campus tutorial centers but not limited to, the Study Skills Center, STEM Center and World Languages Tutoring Center. Coordinate and provide tutoring services such as, but not limited to, Learning Intervention and Networking Communities (LINC) and the Embedded Tutoring Programs along with conventional tutoring services. Plan and implement plans of action to increase tutoring services across campus with allocated funds. Assure availability of necessary materials and maintain an appropriate learning environment; establish, monitor and streamline tutoring schedules to optimize tutor availability and student participation.

Establish tutorial program standards, policies and procedures; facilitate communications between counselors, student tutors and instructors; discuss issues within the tutorial program and advise staff concerning solutions.

Recruit, screen, select, train, assign, evaluate, discipline, promote and terminate tutors; verify employment eligibility as required by federal and state laws and check with applicant references; train and supervise work study students assigned to Tutorial Center.

Communicate with counselors and various program managers in financial aid, Extended Opportunity Program & Services, Disabled Student Programs & Services, student services and related areas to coordinate activities, maintain current knowledge of program and academic requirements, and resolve problems and issues.

Coordinate with Study Equity to target and service specific student populations from programs like Disabled Student Programs & Services (DSP&S), Military and Veteran Success Center, and Student Success and Support Program (SSSP).

Coordinate with grants to the implementation of new services.

Provide information concerning Tutorial activities and services available. Analyze and tabulate student feedback and attendance. Receive requests for special reports and modify existing computer program to tabulate needed results; receive and respond to survey requests from other educational institutions.

Meet and confer with chairpersons from different disciplines across campus specifically English, ESL, and math; establish and implement program standards, policies, and procedures.

Prepare and maintain records of students tutored in all programs including LRNA 800; tabulate and report time of students in special programs; monitor absences; operate a computer to input and tabulate attendance for various reports; establish files for individual students.

Prepare and maintain records related to program budgets; prepare State funding reports and distribute as appropriate; prepare periodic and ad hoc reports to program participation and activities monitor and verify expenditures; analyze budget and make recommendations.

Meet with tutorial staff and sub-program staff to provide information concerning upcoming activities and events; orient new tutors concerning tutorial services program policies and procedures.

Evaluate tutorial program activities on a periodic basis; solicit feedback, recommendations and evaluations from faculty members relevant to the program and tutors; propose and implement changes to the program as needed.

Coordinate workshops and personalized study skills sessions for students to assist them in their academic endeavors with programs like Learning Intervention and Networking Communities (LINC), library use, and other areas which facilitate student success; conduct tours and student orientations as required.

Prepare and submit Peer Tutor, Apprentice Tutor, and Professional Expert payroll information to the Human Resources Office; Identify tutor and project specialist pay range assignment and pay adjustments.

Operate, demonstrate and assure proper operation of lab equipment, including computers software to increase productivity of tutors and retention level of students.

Participate in the review, selection and adaptation of instructional materials for the Tutorial Center.

Meet and confer with the Head Tutors and students to resolve specific problems; determine appropriate writing tutors and schedule tutoring time; orient new tutors concerning policies and procedures.

Assist Library personnel when needed.

Assist math students with assignments from both traditional classroom sections and math lab computer-assisted instruction.

Assist students with various software and hardware related questions.

Install, configure, and maintain computer application software for Tutoring center.

Assist Learning Services in the development and implementation of goals, objectives, policies, and priorities for the lab.

Serve on departmental/college committees.

Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Coordinate Conversational classes for second language students.

Coordinate Test Proctoring Services. Coordinate with students, instructors, Disabled Student Programs & Services (DSP&S), and community members test proctoring services.

Perform other related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

The knowledge of the Coordinator for Learning Services Support needs to evolve with the advancement of information technology. Currently, the following knowledge is required:

**KNOWLEDGE OF:**

Project management, including principles, practices and procedures of.  
Philosophy and objectives of tutorial services.  
Principles and practices of training and supervision.  
Effective tutoring methods and techniques.

Operation of computer terminals and applicable software including word processing, spreadsheet and database management programs.

Community college curriculum and the types of educational activities and techniques used in various classes.

Correct oral and written usage of English and a designated second language.

Budget preparing and control.

Interviewing techniques used to elicit information concerning student needs and academic problems.

Recordkeeping techniques.

Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Plan, coordinate, implement, and evaluate procedures and activities of assigned services.

Analyze situations accurately and adopt an effective course of action.

Learn department and program objectives and goals.

Communicate effectively orally and in writing in both English and designed second language.

Maintain records and prepare reports.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Maintain current knowledge of program rules, regulations, requirements, and restrictions.

Meet schedules and deadlines. Work independently, and under time pressure to provide required results within designated timelines.

Supervise and evaluate the performance of assigned staff; provide technical guidance to them, plan and organize work, track work progress and quality.

Plan expenditures for Tutoring center operations.

Read, interpret, apply and explain codes, rules, regulations, policies and procedures.

Work cooperatively with others. Communicate effectively both orally and in writing with a diverse user base, including students with disabilities.

Maintain sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

**EDUCATION AND EXPERIENCE:** Combination equivalent to: two years of relevant experience and Bachelor's Degree in psychology, social work, education, or a related field.

**LICENSE AND OTHER REQUIREMENTS:** Valid California driver's license.

**WORKING CONDITIONS:** Duties are primarily performed in an indoor instructional learning services tutoring center environment.

**PHYSICAL DEMANDS:** Duty requires the physical ability to see clearly to assist students or operate equipment; speak clearly and distinctly to provide information, hear and understand voices, stand and walk or sit for extended periods of time; use hands and fingers to operate equipment; reach with hands and arms, lift, carry and move instructional materials weighing up to 25 pounds.