TUTORING CENTER COORDINATOR
San Jose/Evergreen Community College District

Job Title	TUTORING CENTER COORDINATOR
Department	LLRC, Dual Enrollment, Adult Education, and Distance Education
Institution	San Jose/Evergreen Community College District
	San Jose, California
Date Posted	Mar. 25, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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TUTORING CENTER COORDINATOR

San Jose/Evergreen Community College District

Close/First Review Date:04/07/2024

Campus Location: Evergreen Valley College

Position Description:
POSITION SUMMARY

TUTORING CENTER COORDINATOR
San Jose/Evergreen Community College District

The Tutoring Center Coordinator reports to the Division Dean of LLRC, Distance Education and Dual Enrollment at Evergreen Valley College. The work schedule is 12 months per year; Monday - Thursday; 9:00 a.m. - 6:00 p.m. and Friday; 8:00 a.m. to 5:00 p.m.

This position is represented by the California School Employees Association (CSEA), Chapter 363.

POSITION PURPOSE

Reporting to a Dean or assigned administrator, the Tutoring Center Coordinator coordinates and supports a campus-wide peer tutor program by screening and hiring student tutors and arranging for student tutor coverage in a large, stand-alone learning lab, with additional satellite labs and the in-class tutor program. The position provides administrative services to support the center that include but are not limited to scheduling of student help, timesheet processing, records, reports, supplies, and budget.

DISTINGUISHING CHARACTERISTICS

The Tutoring Center Coordinator is part of a career path within instructional support. Advancement to this position is based on compliance with the stated qualifications, promotional opportunity, the ability to administer an instructional support program, and the demonstrated ability to supervise a team of student employees.

KEY DUTIES AND RESPONSIBILITIES

1. Under the Dean's supervision, oversees the LRC open computer lab and provides regular ongoing assistance to related faculty and staff.

2. Coordinates and schedules tutorial assignments to a variety of labs, tutor/student client meetings, and group discussions. Coordinate group and individualized tutoring, and schedules student client with appropriate tutor, in skill, learning and communications style.

3. Hires, trains and evaluates student workers or tutors; schedules and assigns work; establishes priorities and adjust assignments to ensure effectiveness and professionalism in tutoring.

4. Oversees submission and approval of student tutor attendance reports.

5. 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 client.

6. May coordinate or provide individual and group test/examination proctoring. Informs students of instructor directions and proctor tests, examinations, and quizzes. Logs students in and out for test proctoring.

7. Maintains a quiet testing environment for students. Ensures security of test materials and otherwise maintain confidentiality of confidential and/or sensitive matters with regard to test proctoring.

8. 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.

9. Tutors students in certain academic areas and helps students register in class on an as-needed' basis.

10. Orients students in the purpose and use of various study laboratory materials, including programmed instruction, audio/visual laboratory consoles, and computer-aided instruction.

11. Provides referrals to and works closely with a variety of services design to support and enhance learning opportunity for students with special academic and mobility needs.

12. Creates, organizes, and maintains general 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 accessible records of feedback on tutor performance, skills, style, and interests.

13. Maintains an up-to-date inventory of instructional materials, books, and administrative tools such as answer keys and test keys.

14. Ensures that tutor and student attendance is documented and entered onto a computer-aided timekeeping system.

15. Reviews student work-in-progress to assess effectiveness of tutoring.

16. Assists the Dean with preparation and administration budgets governing the Tutoring Center. Reviews student and tutor activity for prior time periods, student enrollment projects, and other factors when recommending budget amounts.

17. Prepares a variety of statistical reports, forms, and surveys (including the Tutoring Center's annual

program review) for internal and external agency use.

18. Contacts the school newspaper, faculty, student governance, and other resources to publicize the capability and operating hours of the Tutoring Center as needed.

19. Perform other related duties as assigned.

EMPLOYMENT STANARDS
Knowledge of:

1. Time management and office management techniques including scheduling and customer service, project planning, task prioritizing, record keeping and file maintenance.

2. Effective use of technology and computer-aided instructional applications for providing instructional support.

3. A working knowledge of learning styles and learning disabilities with respect to learning ability and comprehension of specific subjects.

4. A working knowledge of a range of courses offered within the assigned instructional area.

5. In-depth knowledge of tutorial and instructional techniques.

6. Hiring, interview and administrative processes such as payroll and student records.

7. Enterprise application software and MS Office such as Word, Excel spreadsheets.

8. Modern office practices, procedures and equipment including computer operation.

9. Standard and common office clerical practices.

10. Oral and written communication skills.

Skills and Ability to:

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

2. Hire, train, and schedule student tutors and maintain staffing level to lab usage.

3. Make formal and information presentations one-on-one and in groups.

4. Support students and solve subject-related problems in assign area.

5. Write reports, business correspondence and procedure manuals.

6. Maintain and update multiple budgets.

7. Supervise lab users, administer tests, and perform general clerical tasks.

8. Communicate effectively both orally and in writing and make presentations.

9. Establish and maintain cooperative and effective working relationships with others.

10. Work independently with little supervision; prioritize work and meet schedules.

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

Required Qualifications:
EDUCATION AND EXPERIENCE

1. An Associates degree with adequate concentration in the subjects related to assigned area, and

2. Six years of experience in an instructional support capacity that includes leadership over a learning lab.

OR

3. A Bachelors degree, and

4. Two years of experience providing instructional support in a laboratory environment.

Desired Qualifications:

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1. Bilingual abilities, desirable.

Districts Diversity Requirements

- Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.
- Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the Districts hiring policy; or demonstrated equivalent transferable skills to do so.

Salary Range:
$80,218 - $97,878 Annual Salary (Range 100: Classified Salary Schedule Fiscal Year 2023-2024). Starting placement is generally at Step 1.

Benefits:
Excellent fringe benefit package includes a pension, medical, dental, vision, EAP (employee assistance plan) and life insurance for employee and eligible dependents, and income protection. Voluntary plans include supplemental life insurance, Flexible Spending Accounts, 403b and 457 Deferred Compensation Accounts. Classified employees also receive vacation, 12 sick leave days and 20 paid holidays.

To be considered for this position please visit our web site and apply on line at the following link: https://sjeccd.peopleadmin.com/

About San Jose/Evergreen Community College District
The District is represented by dedicated and talented employees who are passionate about providing our student population with the best educational experience possible. The District recognizes that cultural diversity in the academic environment promotes academic excellence; fosters cultural, racial and human understanding; provides positive roles models for all students, and creates an inclusive and supportive educational and work environment for its employees, students, and the community it serves.

As of fall 2017, with enrollment of approximately 18,500 per semester, and an extremely diverse student population (Hispanic/Latino 44%, Black/African-American 4%, Asian/Pacific Islander 32%, American Indian/Native American 0.5%, White/Caucasian 11%) attaining educational goals reflecting 45% - AA Degree and Transfer to a 4-Year College/ University, the Districts emphasis on student success makes it a recognized educational leader in the State.

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The District encourages a diverse pool of applicants to serve as colleagues to an existing diverse group of managers, supervisors and confidential staff consisting of 29 % Hispanic/Latino, 13% Asian/Pacific Islander, 7% Black/African American, 23% White/Caucasian, and as well as encouraging applications from all qualified, outstanding applicants.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

LLRC, Dual Enrollment, Adult Education, and Distance Education

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