

Program Manager, Tutoring and Learning Center  
Truckee Meadows Community College

Direct Link: <https://www.AcademicKeys.com/r?job=244377>

Downloaded On: Sep. 13, 2024 8:22pm

Posted Sep. 5, 2024, set to expire Jul. 11, 2025

<b>Job Title</b>	Program Manager, Tutoring and Learning Center
<b>Department</b>	
<b>Institution</b>	Truckee Meadows Community College Reno, Nevada
<b>Date Posted</b>	Sep. 5, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Other
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**Apply By Email**

**Job Description**

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**Program Manager, Tutoring and Learning Center**

Thank you for your interest in Truckee Meadows Community College. If you need assistance or have questions regarding the application process, please contact Human Resources at (775) 673-7168 or [humanresources@tmcc.edu](mailto:humanresources@tmcc.edu).

**Job Description**

At Truckee Meadows Community College, we are dedicated to fostering academic excellence and personal growth within our diverse student body. Our Tutoring and Learning Center (TLC) is essential

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in providing targeted support and resources to help students succeed. We seek a dynamic and experienced manager to lead our TLC. The manager works closely with academic departments and campus partners to create an inclusive, effective, and academically aligned tutoring environment.

The manager of the TLC oversees the center's daily operations and strategic direction, ensuring effective tutoring services that enhance student learning. This role involves managing a team of staff and tutors; working with academic departments to align tutoring practices with academic program standards; developing tutor training programs that support those standards; and promoting equitable, culturally relevant tutoring services.

### **Minimum Qualifications**

1. Master's degree in a related field from an accredited institution and one (1) year of related experience **OR**

Bachelor's degree and three (3) years of related experience

3. Experience in academic support services or similar

4. Experience in hiring, supervising, effectively working with, and retaining a diverse group of staff and/or students

5. Proven ability to work collaboratively with teams, departments, or similar

6. Commitment to providing equitable and culturally relevant support services

7. Excellent communication, organizational, and interpersonal skills

8. Strong problem-solving abilities and adaptability to changing needs and priorities

### **Preferred Qualifications**

1. Master's or Ph.D. from an accredited institution

2. Content knowledge of a high-demand discipline is desirable

3. College-level teaching experience

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4. Experience in program outcomes and assessment
5. Experience in developing and providing monthly, quarterly, and/or annual reports

**Key Responsibilities:**

- **Leadership and Management:**
  - Provide visionary leadership for the TLC, setting strategic goals to advance student success and academic achievement.
  - Recruit, hire, train, and supervise a diverse team of tutors and support staff, maintaining high standards of performance and inclusivity.
  - Develop and implement policies and procedures to optimize center operations, tutoring, and service delivery.
- **Academic and Campus Collaboration:**
  - Collaborate with academic departments to ensure that tutoring services align with curriculum requirements and pedagogical approaches.
  - Work closely with faculty/programs to identify and address areas where additional tutoring support is needed.
  - Partner with campus stakeholders to develop and provide equitable and culturally relevant tutoring services that meet the diverse needs of students.
- **Program Development and Evaluation:**
  - Design and implement tutoring programs that support student learning objectives and address academic challenges, incorporating culturally responsive practices.
  - Promote the TLC's services across campus, utilizing workshops, presentations, and marketing efforts to increase awareness and engagement.
  - Evaluate the effectiveness of tutoring services through data analysis, student feedback, and performance metrics, making recommendations for improvement as needed.
  - Monitor trends and emerging needs in tutoring and academic support, adapting services to better serve the student population.
  - Work with Institutional Research to collect internal and external data to compare the usage and benefits of the TLC.
- **Administrative Duties:**
  - Support and oversee day-to-day operations of the TLC.
  - Administer policies for the TLC, including recruitment, screening, hiring policies, scheduling, and tutor policies.
  - Plan and support college liaison activities and project activities.
  - Monitor the center's budget, including forecasting, resource allocation, and expenditure oversight.

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- Ensure compliance with college policies, procedures, and relevant regulations.
- Collaborate with campus partners to support retention initiatives.
- Participate in staff meetings and college/external committees as assigned.
- Develop and maintain tutor training program certification.
- **Other duties as assigned**

### Salary and Benefits Information:

**Salary:** \$65,105 - \$81,381 initial salary placement will be dependent on education level and years of experience.

### Perks of Working at TMCC

- Health insurance options including dental and vision - [Health Insurance](#)
- 17.5% retirement match, 24 annual leave days, a beginning balance of 24 sick leave days, 12 paid holidays
- Life insurance, long-term disability, generous annual and sick leave - [NSHE Benefits](#)
- Sports and Fitness Center with annual or monthly membership options for employee and spouse/domestic partner.
- [ComPsych](#) supports employees through life's difficult moments.
- [Professional Grant-in-Aid](#): TMCC is proud to provide a reduced-rate tuition benefit to faculty and qualified dependents. Faculty can take up to six credits per semester at a reduced rate. Dependents of faculty have unlimited credits, but in order to be eligible children must be unmarried and under the age of 24 and must receive at least 50% of their financial support from the employee and/or employee's spouse or domestic partner.
- **Free** parking on all TMCC campus locations.
- No State income tax
- All full-time faculty and staff are provided with a variety of [discounts and employee purchase programs](#).

**Exempt**

Yes

**Full-Time Equivalent**

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### Required Attachment(s)

Please note, once you submit your application the only attachment/s viewable to you will be the attachment/s to the resume/CV section of the application. Any additional required attachment/s to the cover letter, references, additional documents sections of the application, will not be viewable to you after you submit your application. All uploaded attachment/s will be on the application for the committee to review. To request updates to attachments, prior to the committee review of applications, please contact [humanresources@tmcc.edu](mailto:humanresources@tmcc.edu).

In order to be given full consideration all of the following must be attached to your application.

**1) Resume/CV**

**2) Cover Letter**

**3) Contact Information for three Professional References - Please make a note if you do not want your present employer contacted unless necessary to determine your qualifications for the position.**

**Posting Close Date**

10/4/2024

**Note to Applicant**

Applicants should fully describe their qualifications and experience with specific reference to each of the minimum and preferred qualifications. Search committees will use this information to determine that applicants meet minimum qualifications as listed in the job announcement.

This posting will close at 12:00 am on the date listed above. The posting will no longer be available to apply to after 11:59 pm the day prior.

All documents, including unofficial transcripts for academic positions, must be received prior to the closing date listed on the job announcement.



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Employment is contingent upon successful completion of a criminal background check upon hire.

As part of the hiring process, applicants for positions in the Nevada System of Higher Education may be required to demonstrate the ability to perform job-related tasks.

Schedules are subject to change based on organizational needs.

**To apply, visit [https://nshe.wd1.myworkdayjobs.com/en-US/TMCC-External/job/TMCC---Truckee-Meadows-Community-College---Dandini-Campus/Program-Manager--Tutoring-and-Learning-Center\\_R0144438-1](https://nshe.wd1.myworkdayjobs.com/en-US/TMCC-External/job/TMCC---Truckee-Meadows-Community-College---Dandini-Campus/Program-Manager--Tutoring-and-Learning-Center_R0144438-1)**

*Truckee Meadows Community College is a comprehensive educational institution located in Reno, Nevada and is part of the Nevada System of Higher Education. TMCCs five instructional sites and numerous community locations serves an increasingly diverse population of more than 11,000 students each semester. TMCC, an HSI (Hispanic Serving Institution), is a progressive institution that celebrates inclusion and diversity while supporting core themes of academic excellence, student success, and access to lifelong learning.*

*A vital leader in the New Nevadas growing economy, TMCC is located near the beautiful Sierra Nevada Mountains in an environment rich with a thriving arts, culture, food scene, abundant outdoor activities, and a family-friendly local community. It is only a 3.5 hour drive to San Francisco, CA, a 40-minute drive to Lake Tahoe, and within easy driving distance of four national parks (Great Basin, Yosemite, Lassen, and Death Valley). For more information, please go to [www.tmcc.edu](http://www.tmcc.edu) or view our virtual tour at [tour.tmcc.edu](http://tour.tmcc.edu).*

*The Nevada System of Higher Education (NSHE) is committed to providing a place of work and learning free of discrimination on the basis of a persons age, disability, whether actual or perceived by others (including service-connected disabilities), gender (including pregnancy related conditions), military status or military obligations, sexual orientation, gender identity or expression, genetic information, national origin, race, or religion.*

### Contact Information



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

**Contact**

N/A

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