

INSTRUCTIONAL CENTER SPECIALIST

CLASS SUMMARY

Under general supervision and direction, directs the daily operations of The Tutoring Center by coordination, training, and direction of Learning Facilitators, overseeing and maintaining learning equipment, assisting students in usage of center, implementing program policies according to regulations, and performing clerical duties.

REPRESENTATIVE DUTIES

Acquaints students with proper usage of Tutoring Center facilities; determines individual student's needs and place them into appropriate tutoring program; instructs students and Tutoring Center employees in the operation of equipment including computer terminals, printers, attendance scanner, and other equipment and software; provides minor maintenance and cleaning of equipment; interviews and recommends for hiring new Learning Facilitators on an as needed basis; trains all new Learning Facilitators to use tutoring methods that will work with individual students; coordinates and directs the work of Learning Facilitators, clerical workers, and student aides; schedules hours for Learning Facilitators, clerical workers, and student aids; trains office personnel and assigns work to clerical staff; supervises student workers; assesses effectiveness of Learning Facilitators; collects and records time sheets; holds meetings and in-service training each semester to familiarize tutors with new procedures and new services; gives orientation tours to classes and individuals; gives talks in classes regarding services available in the center; establishes and maintains working relationships with faculty chairs and other faculty to insure that Learning Facilitators meet the departmental requirements and that tutoring methodologies reflect current department practices; identifies computer software and material that will best serve the students; represents the Tutoring Center at college and community functions; supervises data collection and the maintenance of attendance records; writes comprehensive reports pertaining to program goals, achievements, and evaluations; performs related clerical duties including typing instructional materials, maintaining student handout files, filing, maintaining supplies and equipment inventory; may tutor students in subject area; maintains a proper learning environment.

ORGANIZATIONAL RELATIONSHIPS

This position reports to a designated supervisor or dean. This class trains and directs the work of all Learning Facilitators, clerical staff, and student workers related to the Tutoring Center.

INSTRUCTIONAL CENTER SPECIALIST CONT'D

DESIRABLE QUALIFICATION GUIDE

Training and Experience

Any combination of training, education and experience equivalent to a bachelor's degree. Completion of a tutor training program; one year experience in tutoring at the college level; two years experience in clerical and record keeping; three years experience which demonstrates knowledge of the unique learning processes and the ability to work with the diverse students, faculty and staff.

Knowledge and Abilities

Knowledge of: The principles of tutoring; training procedures; oral and written English; record keeping, clerical skills, and general office procedures; report writing; operation and minor maintenance of instruction center equipment which may include computer terminals and instructional scanners.

Ability to: Work with diverse student, staff and faculty; lead, train, and direct the work of Learning Facilitators, clerical staff, and student workers; establish and maintain effective relationships with students, staff, faculty and administrators; be sensitive to students from diverse backgrounds; coach students and staff on the use of a variety of individual support media, including a variety of computer software, tutorial packets, and Internet-based resources; learn, operate, and explain operation of, and provide minor maintenance of instructional center equipment which may include computer terminals, and attendance scanners; make effective oral presentations to diverse audiences; evaluate program effectiveness and make recommendations for procedural modifications; provide direct support services to students; understand and follow oral and written directions; give understandable oral and written instructions; be responsible for the day-to-day operations of the Tutoring Center; maintain a proper learning environment.