

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TUTORING CENTER SPECIALIST

BASIC FUNCTION:

Under the direction of an Associate Dean, operate a tutoring center to provide a variety of tutorial services to students.

REPRESENTATIVE DUTIES:

Operate a tutoring center to provide tutorial services to students; assist members of the community with tutoring center services and materials; work closely with the Tutor Coordinator to assure proper communication and coordination of activities. (E)

Direct a wide variety of clerical work such as maintaining attendance records, answering phones, greeting visitors, scheduling appointments and providing information and assistance to students, faculty and the general public; proofread, duplicate and file various materials; complete forms and records; receive, sort and distribute mail. (E)

Train, monitor, supervise and evaluate tutors and support staff; develop materials and train tutors through in-service, mentor and other programs; train instructional assistants to mentor and evaluate tutors. (E)

Assure on-going quality of the tutor program through monitoring and evaluating tutors. (E)

Recommend and implement policy relating to the hiring and supervision of tutors; recruit, interview, hire, motivate, and maintain the day-to-day supervision of tutors. (E)

Communicate with instructors regarding potential tutors and contact students regarding tutoring positions; advertise for student tutors through flyers, bulletins and presentations; explain criteria and functions of tutors; provide and prepare application packets. (E)

Oversee the input of data entry material to modify, adjust, correct or update data information systems, generate data, summaries and reports; code documents for correct computer entry to assure proper audit trail. (E)

Monitor the expenditure of funds; assist in developing the budget and make related recommendations for the operation of the tutor center; prepare related records. (E)

Prepare and maintain a variety of records and reports; compile requested information and prepare basic statistical reports for the Academic Skills Center (ASC) and Tutoring Program. (E)

Compose correspondence and memoranda; provide information in person and by telephone; apply judgment, knowledge and interpretation of policies and regulations. (E)

Direct the production of instructional materials, curriculum outlines, reports and other materials from oral direction, rough draft, copy or notes; requisition instructional and office supplies as needed. (E)

Operate a variety of office equipment, including computers, copiers and other equipment as assigned. (E)

Develop, maintain and implement a procedure manual for the operation of the tutor center. (E)

Assist students, tutors and instructors with problems regarding the tutoring program.

Attend State and local meetings involving the tutoring process.

Perform related duties as assigned.

KNOWLEDGE OF:

Record-keeping techniques.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation and vocabulary.

District organization, operations, policies and objectives.

Operation of a computer terminal and data entry techniques.

Interpersonal skills using tact, patience and courtesy.

Principles of training and providing work direction.

Technical aspects of field of specialty.

Laws, rules and regulations related to assigned activities.

Theories and practice of the operation of tutorial centers.

Basic budget and reconciliation procedures.

Title V guidelines for attendance accounting.

ABILITY TO:

Direct and supervise the work of tutors and student assistants.

Work independently with little direction.

Type at 45 words net per minute from clear copy.

Operate a computer terminal accurately to enter and retrieve data.

Make arithmetic computations with speed and accuracy.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Maintain records and prepare reports.

Meet students and the public with courtesy and tact.

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

EDUCATION AND EXPERIENCE: Any combination equivalent to: associate's degree in a related field and three years experience including two years in a classroom environment.

ENVIRONMENT:

Learning Center environment.

Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

HAZARDS:

Contact with dissatisfied or abusive individuals.