

PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Manager, Tutoring Services

Department: Tutoring Services

FLSA Status: Exempt

**Staff Category: Administrative Association
(Educational Administrator)**

Salary Range: 52

**Supervision Received From: Dean, Instructional, Social
and Behavioral Sciences**

Original Date: July, 2012

Supervision Given: Classified Staff in Tutoring Services

**Last Revision: October, 2016 (title change –
formerly Coordinator, Tutoring Services)**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY.

Responsible for performing activities for planning and implementing tutoring service activities to include: supervising employees, supervising daily operations of the Tutoring Center and satellite centers, collaborating with faculty to coordinate support of academic programs, developing and administering the budget, and recruiting and training tutors.

DISTINGUISHING CHARACTERISTICS.

The Manager, Tutoring Services is distinguished from the Tutorial Specialist by its full supervisory responsibility over all of Tutoring Services.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Supervises, oversees, organizes, and coordinates the day-to-day tutoring services activities and communications to assure efficient and effective office operations, including the investigation, troubleshooting, and resolution of a variety of internal and external issues.
3. Assists in the development and tracking of the departmental budget and applicable expenditures; develops and monitors the Tutoring Services budget.
4. Plans, supervises, and coordinates the activities of a campus tutoring center, including centers at satellite campuses.
5. Participates in student support meetings, projects and programs.

6. Collaborates with faculty and departments to schedule and coordinate academic support programs designed to enhance and facilitate the delivery of tutoring and supplemental instruction.
7. Develops, implements, and oversees assessment plans to evaluate student satisfaction and tutoring effectiveness.
8. Collaborates with various student services programs and academic departments to identify student populations in need of academic support; develops related programs as appropriate.
9. Administers and oversees the administration of testing; transports testing materials and assures that facilities are appropriate and adequate; ensures testing materials arrive and are returned to proper departments in compliance with security procedures.
10. Monitors multiple databases of student records and the uploading of records to applicable automated systems.
11. Compiles, assembles, and disseminates requested data and information related to operational activities and services; prepares a variety of studies and reports.
12. Schedules and trains tutors for individual and small group tutoring to optimize departmental efficiency and effectiveness.
13. Teaches the CNED 105 – Basic Tutor Training class and develops other CNED credit tutoring/learning skills classes and training programs for tutors and instructors as appropriate.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Supervisory principles and practices.
2. Computer-based learning programs.
3. Adult learning theory.
4. Supplemental instruction methodologies.
5. Current teaching and learning methodologies.
6. Database management principles and practices.
7. Test administration principles and practices.
8. Learning outcome based systems and measures.
9. Budgeting principles.
10. Customer service principles and practices, including the use of tact, patience, and courtesy.
11. Mathematical principles.
12. Community college organization, operations, policies and objectives.
13. Applicable Federal, State and local codes, laws and regulations.

Skill in:

1. Supervising, training and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
4. Establishing and maintaining effective working relationships with those contacted in the course of work.
5. Interpreting complex data and information.
6. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
7. Communicating clearly and concisely, both orally and in writing.
8. Mediating difficult and/or hostile situations.
9. Effectively responding to all situations/incidents using sound judgment and decision-making skills.
10. Interpreting and applying applicable rules, regulations, and policies governing assigned grants.
11. Supervising and coordinating the day-to-day operations of a tutoring services program.
12. Administering databases.
13. Compiling, interpreting, and analyzing data utilizing multiple resources and references.
14. Developing clear and concise reports and recommendations.
15. Preparing and monitoring a budget.
16. Working independently with little direction.
17. Maintaining sensitivity to and understanding of the cultural, socioeconomic, and ethnic diversity of a community college.
18. Teaching tutor training classes as well as supplemental classes/workshops as necessary.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in tutoring including supplemental instruction and/or learning outcome-based systems, including one year of lead experience.

Education/Training:

Master's degree education, psychology, instructional psychology, or a related field.

License and/or Certificate:

Possession of, or ability to obtain, a valid California Driver's License.

WORKING CONDITIONS

Environmental Conditions:

Office environment; subject to working during evening hours; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff and students.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties. Must be able to travel between education centers, satellite sites and other District locations.