



Classification Title: Teaching and Learning Center Specialist

Department:	Languages and Literature	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	23
Supervision Received From:	Manager, Teaching and Learning Center	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	10/2018

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 by individual positions.

JOB SUMMARY.

Performs routine to complex administrative support of the programs and activities at the Teaching and Learning Center (TLC); assists with program outreach, registration and delivery of services; provides instructional support to instructors; advises students individually and in groups with applications, registration and scheduling counseling appointments; assists in budget development and tracking; creates and maintains department or program-specific tracking systems, reports, records and files required for work processes; may oversee the work of student workers and provides lead-level guidance to lower-level TLC staff.

DISTINGUISHING CHARACTERISTICS.

The Teaching and Learning Center Specialist is the advanced journey-level, lead-level classification in the TLC support series. In addition to the full journey-level skilled duties, incumbents perform more complex student support functions, process financial data and monitor program budgets.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Assists the work of TLC support staff and ensures completeness, accuracy and conformance with District/divisional standards; provides information, guidance and training on work processes, program services, tracking and reporting, and technical procedures; resolves or escalates issues related to administration of program services, department operations, scheduling and human resources-related issues; participates in the recruitment, training, and oversight of assigned program mentors, tutors and hourly workers; schedules, trains, and tracks hours worked by assigned hourly program mentors, tutors and employees.
2. Inputs data and prepares and processes purchase requisitions, purchase orders and check requests; verifies the accuracy of receipts and invoices including routing for signature and compiling complex, detailed documentation; processes, scans and routes invoices for payment; calculates budget usage and fund percentages; tracks multiple funding sources; maintains separate budget and expense tracking programs based on funding sources; runs general budget reports through spreadsheets and financial systems and calculates budgets based on fiscal cycles of the District and funding sources; prepares and processes expense-related forms including travel requests and reimbursements, petty cash and expense reports; reconciles credit card statements.
3. Schedules participants for counseling appointments, workshops, orientations and special events; serves as a liaison between TLC students and the District's Student Services programs including admissions, assessment, records,

financial aid and the Career Center; provides needs assessments for students and provides recommendations on District and other available services and community resources; coordinates and follows up on student issues and concerns.

4. Acts as a liaison to high schools and groups with targeted special populations to schedule and conduct presentations for TLC programs; provides information to administrators, teachers, parents and counselors on District and program services and requirements; oversees student recruitment and participation in TLC programs including in-class presentations and parent meetings; schedules and may conduct workshops or other activities to prepare students for assessment or provides access to online assessment preparation study guides and practice tests; facilitates interviews with potential students.
5. Develops and/or distributes District and program-specific outreach materials including flyers, brochures, posters, handbooks, reports and letters; maintains and updates marketing and program information on the District's website and social media accounts.
6. Drafts, formats, types, proofreads, edits and prints correspondence, memoranda, calendars, requests, forms, lists, reports, schedules, rosters, program marketing materials, manuals and other documents and materials ranging from routine to complex.
7. Inputs student data into appropriate databases or systems and maintains and updates student files and records; inputs data into system to track student progress; creates and maintains records of student contacts; checks student status, class and placement reports; conducts surveys and enters data; performs basic research; develops, tracks, analyzes and reports administrative processes, metrics and documents; creates and maintains electronic and physical filing systems.

Marginal Functions:

1. Maintains and orders office supplies, materials and equipment.
2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/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: Four years of increasingly responsible instructional support and/or student support, and administrative support experience.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

1. Instructional support, clerical and secretarial experience involving frequent public or student contact.
2. Completion of college-level coursework from an accredited college or university.
3. Fluency in speaking, reading, and writing Spanish.

Knowledge of:

1. Office administration practices and procedures.
2. Needs and concerns of low-income and educationally disadvantaged students.
3. Higher education, government and community resources available to students.

4. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
5. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
6. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
7. Basic research methods and data analysis techniques.
8. Federal, state and local laws, regulations and court decisions governing area of assignment.
9. Modern office practices, procedures and equipment including computers and applicable software programs.
10. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
11. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Assigning and inspecting the work of student workers and lower-level staff.
2. Implementing student outreach programs including public speaking and attending events.
3. Communicating information accurately and effectively to instructors, school administrators, students and the public.
4. Developing marketing materials and social media messaging.
5. Evaluating student applications for program eligibility accurately and effectively.
6. Reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.
7. Communicating clearly and effectively, both orally and in writing.
8. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
9. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
10. Organizing and maintaining specialized files.
11. Maintaining confidentiality of student files and records.
12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
13. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
14. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.