



Classification Title: Tutoring Center Coordinator

Department:	Multiple	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	24
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	9/2024

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.

Provides day-to-day coordination of the activities of an assigned tutoring/learning center; schedules and oversees the work of short-term and student tutors and staff; participates in recruitment, selection and training of tutors; participates in development of center programs, activities, and procedures; tutor students in discipline and areas of subject-matter expertise; assists students develop academic skills one on one and in groups; develops and presents academic workshops; in coordination with the Supervisor, administers make-up exams and proctors exams.

DISTINGUISHING CHARACTERISTICS.

The Tutoring Center Coordinator is distinguished from Tutor by the former’s responsibility for coordinating the day-to-day programs, activities and procedures of an assigned tutoring center.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Coordinates, organizes and oversees the daily operations, activities and services of an assigned tutoring center; coordinates onsite activities; schedules and oversees the work of clerical, other short-term and student/short-term tutor staff; serves as liaison with tutoring, instructional and administrative staff in conducting periodic reviews of the tutoring center’s programs and activities; participates in development and implementation of operational, administrative, program and policies and procedures; responds to requests and inquiries regarding applicable grant policies and procedures; prepares payroll forms for signature and verifies accuracy of the monthly payroll; monitors program budget expenditures to ensure budgeted amounts are not exceeded; maintains an inventory of center equipment and supplies; prepares purchase requests when needed.
2. Develops and maintains the tutoring center’s schedule of tutoring activities including drop-in and online tutoring appointments for virtual and on-site appointments utilizing various scheduling platforms, supplemental instruction sessions, self-taught classes, counseling and outreach appointments and academic workshops; screens and assesses student needs and available center and District resources; investigates student concerns regarding tutoring services, scheduling of appointments and tutoring center policies and procedures; makes suggestions and referrals to services from other departments if needed.

3. Participates in program outreach for tutors and program services, workshops and events including the development of materials; makes class presentations to introduce tutoring services, supplemental instruction and self-taught classes offered through the tutoring center; makes presentations at orientation meetings and at outreach events.
4. Develops and monitors recruiting and registration procedures for tutors; monitors the work of tutors and provides feedback on methods and techniques; investigates concerns expressed by students regarding tutor assistance and resolves or refers the matter to the faculty coordinator if warranted; assists in maintaining a fair and open work environment in accordance with the College's commitment to teamwork, mutual trust and respect.
5. Participates in selecting, training and overseeing temporary and student tutors; leads and assists in assigning work of other employees; ensures completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; assists in maintaining a fair and open work environment in accordance with the College's commitment to teamwork, mutual trust and respect; reviews and submits timesheets.
6. Provides students with tutorials, guidance, documentation and training in order to access online tutoring platforms and online research; may assist students with access to learning center or library materials, services and computer equipment.
7. Manages, maintains, supports and promotes all virtual environment tutoring channels
8. Provides predictive and trend data to forecast tutoring needs in each subject area.
9. Schedules the use of tutoring center space for various activities; collects data for program evaluation, measurement and verification activities; researches, collects data and prepares a variety of participant and program activity reports.
10. Provides support for supplemental instruction and self-taught classes such as compiling handbooks and handouts and assisting in preparing new tests.
11. In coordination with the Supervisor, administers make-up exams, proctors exams and tutors students in discipline and areas of subject-matter expertise; assists students develop academic skills one on one and in groups; develops and presents academic workshops.

Marginal Functions:

1. Maintains communication with faculty and staff at the College and with California State University, San Marcos to solicit input for continual refinement of tutoring center student services.
2. Participates in tutoring committee meetings.
3. May update department website information and content and social media.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

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

Experience: Two years of experience as a tutor and/or administrative support experience in an educational setting.

Education/Training: Equivalent to an associate's degree from an accredited college or university.

Licenses/Certificates:

A valid College Reading and Learning Association (CRLA) tutor certificate by time of appointment.

Preferred Qualifications:

1. A Supplemental Instruction Certificate.
2. Bilingual (English and Spanish) verbal and written skills
3. Coursework beyond the minimum qualifications related to the focus of the assigned tutoring/learning center.

Knowledge of:

1. Operations, programs and services offered through a tutoring/learning center.
2. Study and learning techniques and strategies applicable to assigned subject matter(s) for students at varying levels of English and subject-matter proficiency.
3. Instructional and tutorial techniques and methods applicable to a diverse range of students, including those with physical, emotional and learning disabilities.
4. Tutorial methods appropriate for use in a multi-subject, group tutoring environment.
5. Online education platform management within programs such as Canvas, World Wide Whiteboard and CCC Confer.
6. Web technologies and social media platforms as applicable to the work.
7. Sources of learning materials to address a range of student learning issues in designated subject matter.
8. Modern office practices, procedures, and equipment including computers and applicable software programs.
9. Principles and practices of sound business communication including correct English usage, spelling, grammar and punctuation.
10. Basic research methods and data analysis techniques.
11. Practices and procedures for processing accounting information and interpreting input and output data, including general accounting and associated systems.
12. Basic principles and practices of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Organizing, coordinating, assigning and overseeing day-to-day activities and staff of an assigned tutoring/learning center.
2. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
3. Interpreting, applying and explaining policies and procedures and reaching sound decisions in areas of assigned responsibility.
4. Screening and assessing student needs and determining appropriate action to be taken.
5. Developing tutorial support tools ranging from worksheets to handbooks and workshops.
6. Communicating clearly and effectively, both orally and in writing.
7. Preparing clear, concise and accurate reports, correspondence and other written materials.
8. Operating a computer, enterprise and spreadsheet software and other standard office equipment.
9. Working in-person and online with students on a daily basis.
10. Inserting still pictures, videos, PDF documents and links to online environment.
11. Organizing and maintaining specialized records, files and reports.
12. Maintaining confidentiality of student files and records.

13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race and ethnic backgrounds of community college students, faculty, and staff.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
15. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works in a tutoring center environment where the noise level is 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 of time.

TERMS OF EMPLOYMENT.

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