

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: TUTORIAL CENTER COORDINATOR

SALARY TABLE: 29

SALARY RANGE: 33

BASIC FUNCTION:

Under the direction of the Supervisor, Cartwright Learning Resources Center, organize and coordinate the operations, activities, programs, and services of the Tutorial Center; coordinate communications, information, outreach activities, personnel, payroll, budget and record-keeping functions for campus tutors to meet the tutorial needs of departments/disciplines, including the expanding Gateway Program for student success. Assure the smooth and efficient delivery of college wide tutoring services.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Organize and coordinate the operations, activities, programs, and services of the Tutorial Center; establish and maintain time lines, priorities and systems; monitor, evaluate and adjust tutorial services to meet departmental and student needs.

Coordinate communications, information, tutoring schedules, outreach, personnel and data management and record-keeping functions to meet tutorial needs and to support the smooth and efficient delivery of college wide tutoring services.

Coordinate cross-curricular outreach activities to enhance student and faculty awareness of tutoring programs and services; participate in the preparation and distribution of a variety of correspondence and promotional and informational materials regarding best tutoring practices.

Implement Tutorial Center goals, objectives, strategies, projects, and services; work with department chairs/instructors to promote the use of tutor feedback forms and to assist students with unique tutoring needs.

In collaboration with CLRC Director, develop and maintain tutor orientation and training materials; track attendance of these programs; monitor the tutor accountability and performance tracking system; implement student tutor pay rate increases as directed.

Establish and maintain contact and partnerships with SBCC educational departments to promote tutorial activities, tutor recruitment and tutee participation; coordinate tutor services with department chairs.

Serve as a liaison between tutors, students, and other departments and faculty regarding tutoring services; respond to inquiries and provide information regarding tutoring programs, standards,

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requirements, policies and procedures.

Oversee and participate in the preparation and maintenance of a variety of records, reports and files related to tutor employment and payroll, tutee satisfaction and allocation activity; assure proper and timely processing of tutor employment and payroll paperwork.

Working closely with HR in the collection and processing of related paperwork and documents, initiate paperwork for student and hourly tutor hiring; maintain confidential files; coordinate, compile, prepare and distribute information for HR and Payroll

Oversee the timely completion, accuracy and submission of time sheets; communicate with tutor supervisors regarding payroll deadlines; monitor hours to assure hours are within allocation.

Monitor tutorial services for financial effectiveness and operational efficiency; assist in the creation and implementation of procedures that improve financial effectiveness and operational efficiency.

Assist CLRC Director in the allocation of tutorial funds; review and evaluate budgetary and financial data; monitor and adjust expenditures in accordance with established limitations; monitor grant allocations as applicable.

Create, maintain and distribute the Tutorial Handbook for tutors and tutor supervisors including information on best tutoring practices and procedures, mandated HR information, and payroll information.

Facilitate successful student matriculation by promoting tutoring support; in coordination with student support services, work directly with at-risk students by arranging tutoring appropriate to their individual needs.

Communicate with College personnel and department chairs to exchange information, coordinate activities and resolve issues or concerns affecting tutorial support for student success initiatives.

Monitor the CLRC Tutoring Lab to assure smooth and efficient activities; maintain learning environment.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Attend and conduct various meetings as assigned; participate in College work groups, community events and special projects as required.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization and coordination of Tutorial Center operations, activities, classes and services.
Principles, practices, procedures and techniques involved in the development and implementation of cross discipline tutoring services.
Tutorial training programs.
Instructional methods and techniques.
Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.
Local, State and federal standards and requirements regarding hiring of students and classified workers.
Policies, goals and objectives of assigned programs, services and activities.
Record-retrieval and storage systems.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Principles and practices of tutor training.
Record-keeping and report preparation techniques.
Operation of a computer and assigned software.
Basic budget preparation and control.
Public relations and outreach techniques.

ABILITY TO:

Organize, coordinate and implement the operations, activities, programs, and services of the Tutorial Center.
Coordinate communications, information, outreach activities, personnel and data management and record-keeping functions to meet the tutorial needs of educational departments and assure smooth and efficient tutoring services and activities.
Develop, implement and coordinate outreach activities to enhance student and faculty awareness of Center programs and services.
Establish and maintain contact and partnerships with department chairs and instructors and others to promote tutorial activities and recruit students for Center classes and services.
Coordinate Center goals, objectives, strategies, projects, classes and services.
Monitor, evaluate and adjust activities to meet student, faculty and staff needs.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Plan and organize work.
Work independently with little direction.
Operate a computer and assigned software.
Oversee and participate in the preparation and maintenance of a variety of manual and automated records, reports and files.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in education, human resources or related field and two years increasingly responsible experience working with tutor development, training, outreach, recruitment or similar functions.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

Frequent interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Hearing and speaking to exchange information in person or on the telephone.

Reaching, overhead, above the shoulders and horizontally to retrieve supplies.

Bending at the waist, kneeling or crouching.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by position.