Classification Description

Job Title:	**Instructional Associate II, College Tutoring**	**Pay Grade:**	**108**
Job Code:	**4240**	**FLSA Status:**	**Non-Exempt**

Job Purpose

The Instructional Associate II provides developmental and course-specific academic tutoring via independent consultations and promotes learning strategies to aid in course-level success, overall skills development, and the retention of students. The Instructional Associate II is responsible to support students enrolled in basic, intermediate, and advanced level College courses. This position serves as a mentor to Instructional Associate I staff and reports to the Senior Coordinator, College Tutoring.

General Responsibilities

Essential Functions

Conducts academic content tutorial consultations for students in a designated content area, such as oral communications, math/science, or writing for basic, intermediate, and advanced level College courses.

Serves as a mentor to Instructional Associate I staff providing first line support answering their questions, providing guidance on Center practices and procedures, and sharing knowledge to grow their tutoring skills. Elevates complex questions or situations appropriately to department leadership.

Develops and conducts Center orientations for students.

Promotes the department by visiting classes to inform students of services and holding special functions within the area.

Develops and facilitates workshops for students in discipline-specific topics as well as general study and/or learning skills.

May initiate, as directed by a Coordinator or Senior Coordinator, communication with faculty or other department staff to provide feedback on student attendance, clarify course assignments, and/or define faculty member expectations as would be required to assist with student progress.

Provides group study or supplemental instructional sessions for defined courses.

Collaborates with the Tutoring Center leadership to ensure the seamless integration of classroom and center-based activities. This includes, but is not limited to, staying apprised of curriculum and course changes for the purpose of planning and implementing support for students in content areas.

Ensures that the collection of student-related data, using TutorTrac & Qualtrics or other designated software, is completed in a timely and accurate manner consistent with Tutoring Center policies and procedures.

Monitors and makes recommendations to the Senior Coordinators for enhancements or changes to FSW webpages and social media, digital signage, hardware, and software which supplement student learning/information and/or warehouse data collection for Tutoring Centers, such as TutorTrac or a similar product.

Participates in ongoing professional development and stays informed of new and best practices for learning support and tutorial support programs.

Designs and collaborates with leadership team for implementation of staff professional development activities within a designated content area, such as oral communications, math/science, or writing content areas.

Performs required professional functions, such as serving on College committees, attending meetings, etc., as assigned.

Maintains neat and orderly facilities to ensure an environment conducive to student learning; ensures facilities and equipment are in proper working condition; takes appropriate precautions to ensure a safe and secure learning environment.

Maintains assigned work area including preparing materials, organizing materials and supplies, and scheduling activities and learning experiences within the area of assignment.

Able to travel to other campus locations as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education in English, or mathematics.

INSTRUCTIONAL ASSOCIATE II, COLLEGE TUTORING

Two (2) years of tutorial/teaching experience in the appropriate subject area in an educational setting to include one (1) year full-time professional work experience as an FSW Instructional Associate I. An appropriate combination of education and experience may be substituted.

OR

Associate's degree from a regionally accredited institution of higher education.

One (1) year full-time professional work experience as an FSW Instructional Associate I. An appropriate combination of education and experience may be substituted

An earned College Reading Learning Association or Association of Coaching and Tutoring Profession Associate Tutor Certification.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Ability to independently travel to various campuses and other locations for College business.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: March 8, 2024. Revised: April 15, 2025.