Classification Description

Job Title: **Senior Coordinator, College Tutoring** **Pay Grade:** **113**

Job Code: **3882** **FLSA Status:** **Exempt**

Job Purpose

The Senior Coordinator, College Tutoring promotes student achievement through oversight and development of instructional assistance, comprehensive tutoring support, and related activities. This position is responsible for providing direction and oversight of assigned tutorial services and the associated staff as designated by Assistant Vice President, Library Services. In collaboration with the Assistant Vice President, the Senior Coordinator supervises and evaluates staff, plans and facilitates unit level goals and center-specific strategic goals and activities, and shares responsibility for monitoring and ensuring the quality and consistency of programming, services, and staff training for all locations. The position will, as needed, provide direct tutorial assistance to students. This position directly reports to the Assistant Vice President for Library Services (AVP).

General Responsibilities

Essential Functions

Coordinates and provides leadership College-wide to designated tutorial content areas, such as math, writing, oral communication, and peer tutorial services.

Provides direction and guidance to Tutor Center Coordinators to ensure that center-based instructional assistants and peer tutors are providing accurate and effective discipline-related content for tutoring instruction, for staff professional development training activities, and for workshop development and presentations.

Supervises assigned staff and develops and monitors work schedules.

Supervises the activities of program personnel as they provide designated services to a Center including tutoring content, skills development, and topical workshops.

Evaluates employee work performance and prepares evaluation documents in accordance with applicable policies.

Collaborates with the AVP in establishing and implementing effective College-wide practices regarding the application of sound cognitive theory in the design and delivery of instructional programming and tutoring services to meet the needs of students and support classroom instruction.

Develops, leads, and evaluates professional development training College-wide with Coordinator(s) for instructional staff. This will include regular guidance, instruction, and support to accomplish Tutoring Center departmental objectives, retention strategies, and improvements to services as determined and assigned by the AVP.

Responsible for periodic monitoring for quality of service and content of sessions provided by the College's designated online tutoring vendor services as provided by a review of session transcripts in designated courses.

May be responsible for monitoring Peer Tutoring budget(s).

Serves as a liaison to faculty to ensure the seamless integration of classroom and center-based activities. This includes, but is not limited to, keeping apprised of curriculum and course changes for the purpose of planning and implementing support for students in these areas.

Establishes and promotes effective verbal and written communications to College faculty/staff and administrators which will provide information, feedback, and timely responses to requests regarding students and services.

Collects, interprets, and maintains evaluations of the program by staff and students at assigned tutorial units.

Monitors academic research in higher education and recommends replication of best practices for successful learning and tutoring strategies in writing, math, and peer tutoring services throughout the College.

Generates and reports semester analytics, such as for center-specific services and student utilization of services at assigned tutorial units.

Ensures that the collection of student-related data and the preparation and submission of required reports are completed timely and accurately.

Analyzes student data to identify trends and makes programming and staffing recommendations accordingly to the AVP.

Collaborates with the AVP for the development and assessment of unit goals related to the tutoring centers.

Recommends and monitors in collaboration with campus Coordinators, technical support systems including digital signage, hardware, and software which supplement student learning/information and/or warehouse data collection for tutoring centers using software such as Accutrack or a similar product.

Promotes and publicizes the program using a variety of platforms and formats, participates in follow-up studies, holds staff meetings, and provides in-service training.

Serves on College and professional committees, as appointed.

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

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 as required. 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

An earned Master's degree from a regionally accredited institution of higher education in English, or mathematics, or a related field.

One (1) year of professional tutoring/teaching experience in an educational setting.

OR

An earned Bachelor's degree from a regionally accredited institution of higher education in English, or mathematics, or related field.

Two (2) years of professional tutoring/teaching experience in an educational setting.

OR

An earned Associate's degree from a regionally accredited institution of higher education including an additional twelve (12) or more credits in the specified subject area beyond the Associate's degree.

Four (4) years of professional tutoring/teaching experience in an educational setting.

Demonstrated competence in recruitment, selection, supervision and evaluation of staff.

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

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: February 27, 2020. Revised: July 15, 2022, July 1, 2023, March 20, 2024, and April, 15, 2025.