

ACADEMIC SUPPORT COORDINATOR

BASIC FUNCTION

Provides specialized support to the District's tutoring and supplemental instructional/academic support programs ("programs"); recruits, hires, and provides training and direction to short-term tutors and supplemental instructional leaders ("program staff"); monitors program expenditures for compliance with budgets; and implements program policies and procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing specialized duties in support of the District's tutoring and supplemental instructional/academic support programs. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Implements, coordinates, and facilitates the college's academic support programs and services, including tutoring and supplement instruction.
2. Collaborates with faculty to improve success rate for historically marginalized student populations; assists with identifying courses with low success/retention rates and scheduled embedded academic support services for targeted courses.
3. Implements program services, procedures, and activities including, but not limited to, advertising, promotion, and interventions; informs and enforces policies and procedures.
4. Recruits, interviews, recommends, schedules, trains, and leads short-term program staff; meets with program staff and supplemental instructional leaders to complete paperwork and respond to any questions or concerns and maintain quality of programs/services; processes paperwork necessary to onboard program staff including timesheets, payroll documents, and related materials.
5. Coordinates and ensures program staff receive necessary on-going training to perform their work in assigned program area; prepares work schedules; observes performance and recommends appropriate actions as needed for issues; assists program staff with any policies and procedures; prepares and oversees work schedules to ensure coverage to accommodate the needs of students.
6. Conducts regular consultation with supplemental instructional leaders for training, lesson design, identifying student needs for the delivery of programs and services, and discussing student progress feedback.
7. Implements, coordinates, and facilitates program appointments and assists students, faculty, and the general public on program information; serves as point of contact for outside institutions; receives and responds to a variety of questions and concerns from faculty, staff, and the general public; collaborates with other college programs to expand programs and services.
8. Monitors program budget to ensure expenses are consistent with budgeted amounts and that funds expended are consistent with intended purpose; programs and maintains databases, macros, and software interfaces to capture employee's work hours and automate the timesheet and budget tracking

process.

9. Develops, schedules, coordinates, and prepares agendas and materials for meetings, seminars conferences, and training sessions.
10. Develops, prepares, researches, and refines tutor training materials, in collaboration with faculty and fellow professionals.
11. Collaborates with faculty and tutors in the development and publication of online content, worksheets, tutorials, videos, and other program documents.
12. Assists program staff in creating promotional advertisements for students to promote and increase participation in tutoring and supplemental instructional sessions.
13. Collects, analyzes, and reports department data to assess the success and improvement of the program, such as hours of tutoring or supplemental instructional sessions, rosters, student success rates, and subjects/services delivered within the program.
14. Participates in District-provided in-service training programs.
15. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of academic tutoring and supplemental instructional programs.
2. Tutorial and supplemental instructional program services best practices.
3. Principles of training and lead direction.
4. Barriers and obstacles to success encountered by community college students.
5. Understanding of learning strategies and factors that contribute to student academic success.
6. Methods and techniques of implementing program services, policies, and procedures.
7. Methods and techniques of evaluating program progress and effectiveness.
8. General business office administrative procedures.
9. Methods and techniques of compiling data and generating reports.
10. Methods and techniques of developing training materials.
11. Methods and techniques of developing promotional materials.
12. Principles and practices of web content development.
13. Record keeping principles and practices.

Ability to:

1. Provide specialized support to the District's tutoring and supplemental instructional program services.
2. Monitor and track program expenditures and ensure compliance with budget.
3. Plan, schedule, and assign the work of program staff.
4. Prepare and process a diverse range of hiring and administrative paperwork.
5. Maintain an understanding of current ideas, research, and practices.
6. Work collaboratively with District faculty, staff, and administrators on program services to ensure academic success of students.
7. Source and obtain materials needed for program services.
8. Establish and maintain filing, record keeping, and tracking systems.
9. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
10. Exercise independent judgment within general policy and procedural guidelines.
11. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
12. Communicate effectively in the course of performing work tasks.
13. Establish, maintain, and foster effective working relationships with those contacted in the course of

work.

14. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
15. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree and two (2) years of closely related experience supporting an academic tutorial or supplemental instructional program; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.