

COORDINATOR, WRITING CENTER

DEFINITION

Under general supervision, plans, organizes, coordinates, and provides oversight of activities and services at the District's Writing Center; provides administrative support and program assistance to the Director, Writing Center; fosters cooperative working relationships with students, staff, and faculty.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Writing Center. Exercises no supervision of staff. Provides technical and functional direction and training to student workers and assigned hourly staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating Writing Center programs, services, and activities. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of departmental and District activities and extensive student, faculty, and staff contact. This class is distinguished from the Director, Writing Center in that the latter has overall management responsibility for all Writing Center programs, functions, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. In consultation with the Director, plans and coordinates Writing Center programs, services, and activities; establishes schedules and methods for providing program, services, and activities; recommends improvements or modifications.
2. Provides direction, training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; assists in the recruitment and selection of student and hourly staff and provides recommendations.
3. Oversees day-to-day operations of the Writing Center, including tutoring, front desk, and computer lab operations; opens Center and ensures schedules, equipment, and facility are ready for effective operations; assists students with questions about tutoring appointments, programs, and services; enforces Center policies and procedures; resolves student complaints and scheduling conflicts.
4. Coordinates the collection and processing of timesheets and other human resources paperwork related to the hiring and payroll of student hourly and short-term employment employees.
5. Coordinates, schedules, and conducts workshops and presentations on various topics related to the Writing Center; develops, revises, and organizes workshop and presentation materials, handouts, and packets.
6. Works with Director to create Student Learning Outcomes (SLO) for workshops; collects surveys and analyzes results.

7. Receives syllabi and writing assignments from faculty; makes copies for tutor station folders and distributes to tutors for training purposes.
8. Oversees and monitors the computer laboratory; answers student questions; works with lab assistants, supervisor, and information technology to address and resolve hardware and software problems; assists faculty to troubleshoot technical problems with hardware, software, and classroom equipment.
9. Answers questions from and provides support services to students, tutors, faculty, and other departments regarding Writing Center programs, services, and activities.
10. Researches, compiles, and organizes information and data on topics related to programs in assigned area; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
11. Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
12. Attends and participates in program-related District and community activities, committees, and professional conferences and meetings concerned with the development and implementation of assigned programs and/or projects.
13. Establishes and maintains effective customer service for center patrons.
14. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
15. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
18. Prepares and delivers oral presentations related to assigned areas as required.
19. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles, practices, and service delivery needs related to the Writing Center.
3. Procedures for planning, implementing, and maintaining a variety of Writing Center activities and programs.
4. Research and reporting methods, techniques, and procedures.
5. Principles and practices of data collection and report preparation.
6. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
7. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
8. Record keeping principles and procedures.

9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Coordinate assigned program operations, services, and activities within the principles and parameters of the Center's mission.
5. Plan, schedule, assign, and oversee activities of assigned student employees.
6. Work collaboratively with instructors and classified staff in the Writing Center.
7. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
8. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
9. Prepare clear and concise reports, correspondence, procedures, and other written materials.
10. Respond to and effectively prioritize multiple phone calls and other requests for service.
11. Interpret, apply, and explain applicable District policies, rules, and regulations related to areas of responsibility.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Organize own work, set priorities, and meet critical time deadlines.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education, English, or a related field; and
2. Two (2) years of experience providing instructional program support at an institution of higher education.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

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, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents 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 up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023