

MT. SAN ANTONIO COLLEGE JOB DESCRIPTION

Job Title:	Tutorial Services Assistant II	Range:	A-30
Date Created:	3/2/04	Date Approved:	

PRIMARY PURPOSE

This position is responsible for providing individual and small group tutoring in content areas and study skills to students. The Tutorial Services Assistant II provides mentoring support and training for new tutors.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Provides individual tutoring assistance to students in three or more subjects, a subject in which tutors are scarce, or an international language
2.	Provides small group study sessions, exam review sessions to students
3.	Facilitates independent learning, problem solving, and critical thinking
4.	Distributes study handouts on writing, reading, or mathematics to students as necessary
5.	Meets with instructors to develop study session plans, handouts, and strategies for students
6.	Monitors inventory of study handouts to track usage and to replenish handouts
7.	Maintains tutor logs, student attendance sheets, or other tracking forms
8.	Refers students to other student services or departments as necessary
9.	Presents program information on services, hours and procedures to students and faculty
10.	Assists students in accurate record keeping with attendance hours
11.	Answers phones and questions and performs a variety of other light clerical duties
12.	Maintains tutoring center in a safe, clean, and orderly condition
13.	Assists manager in assessing service effectiveness
14.	Administers student surveys
15.	Attends department related meetings as assigned
16.	Learns and applies emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner
17.	Performs related duties as assigned

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WORKING RELATIONSHIPS

The Tutorial Services Assistant II maintains frequent contact with faculty, staff, students, and various campus departments.

EDUCATION AND EXPERIENCE

Any combination equivalent to upper division college/university coursework in content areas. Has 4 or more years or 1800 hours tutoring experience. A teaching credential, some graduate courses in content area or education courses is preferable. Completion of tutor training class or its equivalent is highly desirable.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Tutorial Services organization, operations, procedures, and objectives
- College policies concerning students
- Modern office practices, procedures and equipment
- Record keeping techniques
- Content area in which tutoring is performed
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Other campus learning resources available to students

Ability to:

- Work confidentially with discretion
- Meet schedules and time lines
- Work independently with little direction
- Understand and follow oral and written directions
- Communicate effectively, both orally and in writing
- Understand scope of authority in making independent decisions
- Review situations accurately and determine appropriate action according to established guidelines
- Establish and maintain effective working relationships with others

WORKING CONDITIONS

College office environment; may require standing for long periods while assisting students. May be subject to sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities.
