

TUTORIAL SERVICES ASSISTANT

DEFINITION

Under general supervision, provides a variety of instructional and tutorial support to students in all subject matters; assists in the assessment of student skills, abilities, and learning styles, and, within set guidelines and procedures, provides tutorial assistance to students of all levels; assists students with the use of computer, equipment, and instructional materials related to the assigned program, and performs a variety of record-keeping, data entry, report preparation, and program support activities; provides information to students and District staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management or supervisory staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the Tutorial Services Assistant series. Incumbents perform the full range of duties in operating the District's tutoring facilities, training student workers in the procedures of the tutoring services and programs, and proctoring exams. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the department's operating procedures and policies. The Tutorial Services Assistant series is distinguished from the Tutorial Services Specialist in that the latter performs more technical and complex duties and is responsible for training other tutors.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides one-on-one and small group instructional sessions to students in subject matter area(s) of need; identifies individual learning styles and facilitates independent learning, problem solving, and critical thinking.
2. As directed, schedules a variety of test programs utilized in academic achievement, vocational, or skills assessments; provides input in the evaluation of test instruments; and maintains records of individual and group test results.
3. Performs administrative support duties; answers phones, questions from students and the public regarding the services and programs provided; implements and provides information to students regarding processes, policies, and procedures related to the District's tutoring programs.
4. Assists in the operations of tutorial facilities, including setting up and maintaining equipment; and maintaining the facility in a safe, clean, and orderly condition.
5. Prepares and issues materials and equipment for student use; maintains records or materials and equipment used by students.
6. Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area.

7. Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of reports.
8. Monitors student attendance; maintains files for each student, and informs instructors of daily progress; maintains and updates student files for each program; and schedules students for additional individual help sessions as required.
9. As directed, assists in administering student surveys to monitor program effectiveness.
10. Prepares and maintains various records and reports related to operations and activities of assigned area as required.
11. Operates a variety of equipment related to the specialized area of assignment.
12. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
17. 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, procedures, and equipment of assigned subject area.
3. Tutorial techniques for enhancement of student learning.
4. Business letter writing and the standard format for reports and correspondence.
5. Principles and practices of data collection and report preparation.
6. Record keeping principles and procedures.
7. Modern office administrative practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
8. English usage, spelling, vocabulary, grammar, and punctuation.
9. 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, 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. Provide instructional assistance and technical advice to students on the availability and uses of instructional materials and equipment.
5. Provide information and assistance to students and staff.
6. Ensure the care and security of assigned equipment, materials and supplies.
7. Set up, service, adjust, and make minor repairs to lab equipment.
8. Issue and receive equipment and supplies.
9. Understand and follow oral and written directions.
10. Maintain records and prepare reports.
11. Interpret, apply, and explain Federal, State, and local, administrative and departmental laws, codes, regulations, policies, and procedures.
12. Operate modern office equipment, including computer equipment, copiers, printers, software programs, and cash register.
13. Organize own work, set priorities, and meet critical time deadlines.
14. Make sound, independent decisions within established policy and procedural guidelines.
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:

1. Equivalent to an Associate's degree from a regionally accredited college in liberal arts or related field; and
2. Three (3) years of responsible related experience.

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 classification primarily works indoors and requires frequent standing in and walking between work areas. 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 frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 2/2023