

MANAGER, TUTORIAL SERVICES

DEFINITION

Under general direction, plans, organizes, coordinates, and participates in the daily instruction, operations, and activities of the Tutorial Service programs at the various District centers; researches and gathers various program data and develops reports; provides complex and responsible support to the Director, Learning Assistance in areas of expertise; supervises tutors (recruits, hires, assigns work to, trains and terminates students and employees who serve as tutors).

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Learning Assistance. Exercises technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This is a manager classification responsible for planning, organizing, and coordinating daily instruction, operations, and activities of the Tutorial Services program. Responsibilities include supervision, performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director, Learning Assistance in a variety of areas. Successful performance of the work requires knowledge of departmental and District activities, skill in coordinating departmental work with that of other departments, and extensive student, faculty, and staff contact. This class is distinguished from the Director, Learning Assistance in that the latter oversees the programming and administration of all of the District's tutorial support programs and services, including Tutorial Services, Learning Lab, Testing, and Learning Assistance Resource Center.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans and coordinates the daily functions, operations, and activities of the tutorial services for all disciplines, and for students of all educational levels at multiple tutorial sites of the College; methods for providing programs, services, and activities; identifies areas needing improvement and oversees implementation of such improvements.
2. Administers and oversees the program budget.
3. Provides supervision, training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; recruitments and selections tutoring staff, completes annual performance evaluations of staff.
4. Coordinates and participates in the development and writing of tutor training course curriculum; with tutor training faculty, participates in developing curriculum assessment; supports the development of new and revised tutor training courses.
5. Coordinates and works with faculty in developing goals and assessments for the program; coordinates and prepares PIE for the program.
6. Compiles and analyzes data and makes recommendations for the program; prepares comprehensive technical records and reports.

7. Plans, organizes, and implements program events and meetings, including student advisory group meetings and faculty orientations.
8. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of instruction and other services as they relate to the area of assignment.
9. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the Tutorial Service Programs.
10. Maintains and directs the maintenance of working and official program files.
11. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
12. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director, Learning Assistance.
13. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
16. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
21. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Principles and practices of developing, implementing, and evaluating Tutorial Service programs.
4. Theories, principles, and practices of instruction and the application to effectively provide Tutorial Services to students.
5. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.

6. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
7. Principles and procedures of record keeping.
8. Modern office practices, methods, and computer equipment and applications.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
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, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Plan, schedule, assign, and oversee activities of assigned personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Administer budgets; allocate limited resources in a cost effective manner.
9. Work effectively with faculty to support an instruction and learning environment.
10. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
11. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
12. Effectively administer Tutorial Service education programs, projects, events, and administrative activities.
13. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
14. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
15. Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
16. Establish and maintain a variety of filing, record keeping, and tracking systems.
17. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
18. Operate modern office equipment including computer equipment and specialized software applications programs.
19. Use English effectively to communicate in person, over the telephone, and in writing.
20. Understand scope of authority in making independent decisions.

21. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
22. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education, or a related field; and
2. Five (5) years increasingly responsible experience in working within an academic setting, including two (2) years of supervisory experience.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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

Amended: 8/2023