TUTORIAL SERVICES ASSISTANT

DEFINITION

Under general supervision, coordinates the tutorial program and performs related work as required.

TYPICAL DUTIES

Coordinates and directs the tutorial instructional assistants in the operation of the tutorial program centers of the college; assists in the recruitment, selection and evaluation of tutors; coordinates the tutorial program with the instructional and counseling services of the college; consults with administration, instructors and counselors as to the needs of students in the areas of tutoring and basic skills; conducts follow-up studies of specific tutorial programs and overall tutorial services; makes recommendations for changes in procedure and policy; prepares tutorial program reports; serves as recorder of the tutorial services committee; proposes and monitors the tutorial services budget; develops techniques and strategies to publicize the availability of tutorial services to staff and students; and performs other related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years of experience related to the duties of the position.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Bachelor's degree from an accredited college or university. Qualifying experience, in addition to that listed above, may be substituted for two years of college education on a year-for-year basis.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

Objectives of tutorial programs in community colleges; tutoring techniques and procedures; leadership methods; applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships including arithmetic at the level required to effectively perform duties of the position; and basic principles of leadership, oversight and training.
ABILITY TO
The ability to perform the essential functions of the position; sustain regular work attendance; work cooperatively
and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and
apply applicable federal, state and local laws, policies and regulations, and office processes and
procedures; work as a member of a team; meet schedules and time lines; correctly follow a given rule or set of
rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and
written directions; effectively communicate information and ideas orally and in writing based on the
needs of the audience; read, write and perform mathematical calculations at the level required for
successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly;
handle personal and private information with discretion; prepare routine correspondence independently;
effectively learn and operate equipment and software related to the duties of the position; use technology
to effectively perform responsibilities, such as word processing, spreadsheets, databases and desktop
publishing; adapt to changing technologies; work successfully with diverse populations.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Current office technologies including computers, printers, faxes, telephones and copiers; other equipment
common to the field to which the position is assigned.