

## **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.