

**JOB TITLE:** Learning Center Specialist

**DEPARTMENT:** Learning Center

**LOCATION:** Union Campus

**REPORTS TO:** Director, Learning Center

**FLSA:** Non-Exempt

**LEVEL:** 105

**DATE:** 8/14/18; 02/18/14

**POSITION SUMMARY:** Provide Learning Center and Testing Center services to students, faculty, staff and community.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Associate's degree; Bachelor's preferred; one year related experience

**ESSENTIAL TASKS:** Employee must be able to perform the following functions to the satisfaction of the employee's supervisor.

- Provide tutoring services to students in math or English.
- Assist students with instructional computer assisted programs and computer access issues (usernames, passwords, etc).
- Take part in campus orientation activities.
- Help students with development of time management, test taking strategies and study skills, supplemental workshops
- Maintain accurate and detailed records of tutoring sessions in online tracking software program.
- Monitor activity throughout the Learning Center to help ensure a professional and student focused learning environment.
- Assist with the assessment process including satisfaction surveys, tracking visits, and assisting with reports.
- Assist with training of new Learning Center and Testing Center employees.
- Assist Testing Center if needed.
- Maintain College, Reading, Learning Association Training.
- Score writing samples
- Prepare students for Accuplacer.
- Create and implement workshops.
- Potentially teach CRLA classes.
- Assist the Office of Instruction with various tasks as needed.
- Assist with online writing center.
- Adjustment of hours involving evening and/or weekend work may be required.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, excellence, dignity, accountability, environmental responsibility and global citizenry.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.
- Assist students from diverse backgrounds and learning levels with patience.

**COMMUNICATION SKILLS:** Ability to communicate clearly and concisely, both orally and in writing; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to read and interpret documents; ability to write routine reports and correspondence; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to verbalize understanding of a problem or situation, ask relevant questions for clarification, and explain it to others; ability to present materials effectively to individual students or groups.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**College:** Ability to accurately perform mathematical calculations; ability to apply common sense understanding to carry out instructions furnished in written, oral, and diagram form; ability to perform all essential functions using safe work methods and following safety regulations relating to job; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of college policies, procedures, and practices.

**Departmental:** Excellent customer services skills; thorough detailed knowledge of assigned tutoring disciplines; knowledge of department policies, procedures, and practices with the ability to answer work related questions and/or interpret and apply these guidelines correctly in various situations; ability to prioritize and manage multiple tasks simultaneously; ability to work accurately and efficiently at a fast pace with frequent interruptions; ability to apply principles of logical thinking to identify and express problems, establish facts, draw valid conclusions, and develop solutions from alternative methods and procedures.

**EQUIPMENT AND SOFTWARE:** Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, etc.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information; this position may also require travel to off campus destinations (ie satellite sites, high schools).

**POSITIONS SUPERVISED:** None

**SIGNATURES:** I have read and reviewed the above job description. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

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