

**JOB TITLE:** Associate Director, Learning Center

**DEPARTMENT:** Learning Center

**LOCATION:** Union Campus

**REPORTS TO:** Director, Learning Center

**FLSA:** Exempt

**LEVEL:** 204

**DATE:** 6/18/18; 5/10/16

**POSITION SUMMARY:** Responsible for coordinating the Testing Center operations and assisting Learning Center Director in development of learning support and testing services.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Master degree in Education, Counseling or related core academic; two year's related experience including supervision of employees.

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

- Coordinate scheduling of Testing Center operations. Work in conjunction with Testing Services Coordinator on all other testing related issues.
- Manage testing software, training and ordering of testing materials.
- Assist Director with development, implementation, and monitoring of procedures, goals, objectives and processes of the Learning Center.
- Supervise, train and mentor personnel as assigned.
- Obtain appropriate certifications for testing (i.e. PearsonVue HiSET, DSST, Certiport).
- Oversee outreach efforts to enhance the learning environment at ECC, including classroom visits, workshops, testing and presentations for the campus community and area stakeholders.
- Assist with tutor training program for maintaining College Reading Learning Association (CRLA) certification.
- Coordinate equipment status and repair, including updates of record keeping or tracking software.
- Assist with recommendations for installation and maintenance of computer software, equipment and supplies.
- Assist with collection and maintenance of usage statistics and testing records.
- Assist with planning and implementing Learning Center activities for Welcome Week, finals week, in-service, 2<sup>nd</sup> Saturdays, etc.
- Familiarity with standardized tests and procedures (HiSET, MoGEA, PearsonVue, HESI, DSST, ACCUPLACER, Certiport).
- Supervise daily operations of the learning center in the absence of the Director.
- 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.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- 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.

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of college policies, procedures, and practices; knowledge of the Family Educational Rights and Privacy Act (FERPA), Title VII, Title IX, ADA and other applicable laws pertaining to employment and education; understanding of Learning Center and College services and activities; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; ability to handle confidential material judiciously; understanding of developmental education programs and tools related to community colleges.

**DECISION-MAKING and ANALYTICAL SKILLS:** Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

**LEADERSHIP and COMMUNICATION SKILLS:** ability to exchange ideas, information, and opinions with others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce and student population; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; ability to direct, manage, or lead others; Establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment.

**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; will require flexible schedule to work evenings and/or weekends; Available to travel locally and regionally to participate in meetings, conferences, and other activities related to the position duties.

**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, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:** Testing Services Coordinator; Testing Center Assistants

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. 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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