

COORDINATOR, LEARNING LABORATORY

DEFINITION

Under general supervision, oversees the day-to-day operations of the Learning Laboratory (Lab); plans, coordinates, and implements instructional support services utilizing technology-based instructional programs; coordinates preparation of informational materials; provides information and assistance to students and visitors.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Exercises no direct supervision of staff. May provide technical and functional direction and training to temporary employees.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating all Learning Lab services and activities. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of departmental and College activities and extensive student, staff, public, and organizational contact. This class is distinguished from the Coordinator, Learning Assistance and Resources Center (LARC) in that the latter focuses on tutoring and support services of the LARC only.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, organizes, assigns, and assists in reviewing the work of assigned staff in the Learning Lab.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
3. Assists in overseeing hourly staff of the Learning Lab; recommends disciplinary action as needed.
4. Coordinates scheduling of lab facilities, classrooms, on-line orientation for instructors, staff, and students within the department, and College-wide; coordinates community usage of the facility.
5. Identifies students' academic support needs; facilitates one-on-one instruction; coordinates student usage of technology-based resources providing academic support in areas of reading, writing, and arithmetic; participates in developing instructional materials.
6. Participates in conducting training workshops for Learning Lab Tutors, Learning Lab Assistants, and temporary employees.
7. Develops and implements academic resource programs; monitors program effectiveness; makes recommendations for program improvement and modification based upon assessments.
8. Participates in the annual budget preparation; prepares detailed cost estimates; maintains a variety of records and prepares routine reports monitoring expenditures.

9. Oversees Learning Lab supply orders; maintains inventories of resource materials, textbooks, videos, and computer hardware and software.
10. Provides a high level of customer service to students, responds to inquiries over the phone or in person from students, faculty and/or the public regarding Learning Lab policies, procedures, and regulations.
11. Maintains and updates departmental files and websites; enters and updates information as required.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Practices and procedures related to planning, coordinating, and implementing academic support programming, tutoring, and technical resource support.
3. Principles and practices of program administration, including budgeting, and purchasing.
4. Basic principles and practices of providing technical and functional direction and training to assigned staff.
5. Basic principles and practices of developing and designing flyers, informational pamphlets, and other documents.
6. Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of students.
7. Principles, practices, and techniques of providing educational programs, events, and services.
8. Public relations communications, including media and marketing techniques.
9. Applicable federal, state, local laws, regulatory codes, ordinances, procedures relevant to assigned area of responsibility.
10. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
11. Record keeping principles and procedures.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, oversee, coordinate, review, and evaluate assigned programs, events, and activities.
5. Lead and advise temporary employees in organizing, planning, and prioritizing their tasks and responsibilities.
6. Interpret, apply, explain, and ensure compliance with applicable federal, state, local and policies, procedures, laws, and regulations.
7. Recommend and administer program and project budgets after approval.
8. Make accurate business arithmetic computations.
9. Compose and prepare correspondence, flyers, and other written materials independently.
10. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; own work, set priorities, and meet critical time deadlines.
13. Communicate effectively through various modalities.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an associate's degree from a regionally or nationally accredited college in education or a related field; and
2. Three (3) full-time equivalent years of experience working in a computer lab or academic support setting.

Pay Grade Eligibility:

Master's degree in computer information systems will qualify incumbents for an increased pay grade.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically 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 weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office and student center environment with moderate to loud 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: 6/2023; 12/2025