

TUTORIAL SERVICES ASSISTANT

DEFINITION

Under general supervision, provides a variety of instructional and tutorial support to students in all subject matters such as math to calculus, chemistry, physics, and statistics or any combination thereof; assists in the assessment of student skills, abilities, and learning styles, and, within set guidelines and procedures, provides tutorial assistance to students of all levels; assists students with the use of computer, equipment, and instructional materials related to the assigned program, and performs a variety of record-keeping, data entry, report preparation, and program support activities; provides information to students and College staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned managerial personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the Tutorial Services Assistant series. Incumbents perform the full range of duties in operating the College's tutoring facilities, training student workers in the procedures of the tutoring services and programs, and proctoring exams. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the department's operating procedures and policies. The Tutorial Services Assistant series is distinguished from the Tutorial Services Specialist in that the latter performs more technical and complex duties and is responsible for training other tutors.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides one-on-one and small group instructional sessions to students in subject matter area(s) of need such as math up to calculus, chemistry, physics, and statistics or any combination thereof; identifies individual learning styles and facilitates independent learning, problem solving, and critical thinking.
2. As directed, schedules a variety of test programs utilized in academic achievement, vocational, or skills assessments; provides input in the evaluation of test instruments; and maintains records of individual and group test results.
3. Performs administrative support duties; answers phones and questions from students and the public regarding the services and programs provided; implements and provides information to students regarding processes, policies, and procedures related to the College's tutoring programs.
4. Assists in the operations of tutorial facilities, including setting up and maintaining equipment; and maintaining the facility in a safe, clean, and orderly condition.
5. Prepares and issues materials and equipment for student use; maintains records or materials and equipment used by students.
6. Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area.
7. Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of reports.

8. Monitors student attendance; maintains files for each student, and informs instructors of daily progress; maintains and updates student files for each program; and schedules students for additional individual help sessions as required.
9. As directed, assists in administering student surveys to monitor program effectiveness.
10. Prepares and maintains various records and reports related to operations and activities of assigned area as required.
11. Operates a variety of equipment related to the specialized area of assignment.
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. Principles, practices, procedures, and equipment of assigned subject area.
3. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
4. Tutorial techniques for enhancement of student learning.
5. Business letter writing and the standard format for reports and correspondence.
6. Principles and practices of data collection and report preparation.
7. Record keeping principles and procedures.
8. Modern office practices, methods, and computer equipment and computer applications related to the scope of responsibility.
9. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
10. 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. Establish and maintain a variety of filing, record-keeping, and tracking systems.

5. Provide instructional assistance and technical advice to students on the availability and uses of instructional materials and equipment.
6. Provide information and assistance to students and staff.
7. Ensure the care and security of assigned equipment, materials and supplies.
8. Set up, service, adjust, and make minor repairs to lab equipment.
9. Issue and receive equipment and supplies.
10. Understand and follow oral and written directions.
11. Maintain records and prepare reports.
12. Interpret, apply, explain, and ensure federal, state, and local policies, procedures, laws, and regulations.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Communicate effectively through various modalities.
15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. 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.
17. 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 liberal arts or related field; and
2. Three (3) full-time equivalent years of responsible related experience.

Pay Grade Eligibility:

Bachelor's degree in physics 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:

None.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including computer 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 communicate 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 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 up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023; 12/2025