

TUTORIAL SERVICES SPECIALIST

DEFINITION

Under general supervision, plans, coordinates, and organizes the District's tutorial services programs, including providing tutoring to students, overseeing and training student tutors, maintaining student usage database, and assisting students, staff, and faculty with programs and services offered through the District's tutoring facilities; performs a variety of administrative and office support duties of considerable complexity requiring thorough knowledge of the assigned department, its procedures, and operational details.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises technical and functional direction over and provides training to student workers and lower level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level in the tutorial services class series that performs technical duties in the coordination and implementation of the programs and services offered through the District's tutoring facilities. Incumbents at this level are capable of performing the full range of and most complex curriculum and administrative support services. 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. This classification is distinguished from the Tutorial Services Assistant classification series by performing more technical and specialized duties related to the District's tutoring services.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assists in coordination and participates in the day-to-day operations of the District's tutoring facilities and Tutoring Services program.
2. Performs a variety of specialized and technical duties involved in the recruitment and training of tutors; provides work direction to tutors and student workers; prepares and processes timesheets, new hire forms, applications, and related records; confers with tutors to explain performance standards, policies, and procedures; monitors tutorial sessions and performance.
3. Performs tutorial outreach to disseminate information regarding tutorial services; promotes tutorial services by representing the department at various meetings; prepares brochures, pamphlets, posters, and other literature.
4. Tutors students as needed in subject matter, including basic math, ESL, writing, and English skills.
5. Communicates with District staff, students, and various outside agencies to exchange information, coordinate activities, and resolve issues or concerns.
6. Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics

- related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports and other informational materials.
7. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies policies and procedures in determining completeness of applications, records, and files.
 8. May provide administrative support to assigned supervisor and department or division by assisting with duties of an advanced, complex, and sensitive nature, including tutor evaluation process, researching and verifying program completion, preparing program certificates and/or course completion documents; plans, organizes, and carries out administrative assignments and special projects related to assigned department or division; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
 9. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
 10. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
 11. Assists students and visitors and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
 12. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
 13. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
 14. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
 15. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 16. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
 17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
 18. Prepares and delivers oral presentations related to assigned areas as required.
 19. Performs other related 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. Modern office administrative practices and procedures, including the use of standard office equipment.
3. Research and reporting methods, techniques, and procedures.
4. Principles and practices of data collection and report preparation.

5. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
6. Computer equipment and applications, including word processing, database, and spreadsheet applications.
7. Record keeping principles and procedures.
8. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic 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. Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and District policies, procedures, and regulations.
5. Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
6. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
7. Respond to and effectively prioritize multiple phone calls and other requests for service.
8. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
9. Make accurate mathematical and basic statistical computations.
10. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college in education or a related field; and
2. Three (3) years of related experience.

A master's degree in mathematics or a directly related field may 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 possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, 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 up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate 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: 10/2021; 7/2023