

DIRECTOR, LEARNING ASSISTANCE CENTER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, reviews, and personally performs difficult and complex professional work related to the operations and activities of the Learning Assistance Center, including Tutorial Services, Learning Lab, testing and Skills Lab; coordinates with various campus departments to implement related academic support services; supervises program development and review, and budget development and maintenance; develops, implements, and evaluates programs, services, and activities; represents the Learning Assistance Center on various committees and to the community during outreach events; manages the effective use of District and department resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Dean, Library and Learning Resources in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean, Library and Learning Resources. Exercises direct and general supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that manages all activities of the Learning Assistance Center. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean, Library and Learning Resources in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other division, departments, and outside agencies. This class is distinguished from the Dean, Library and Learning Resources in that the latter oversees the programming and administration of the entire Library and Learning Resources Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities of the Learning Assistance Center, including Tutorial Services, Learning Lab, testing and Skills Lab.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for the center; recommends within program policy, appropriate service, staffing, and resource levels; recommends and administers policies and procedures.
3. Participates in the development, administration, and oversight of the center budget.
4. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for

- improvement and makes recommendations to the Dean, Library and Learning Resources.
5. Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Dean, Library and Learning Resources.
 6. Participates in developing strategic plans for the Center by coordinating with other departments and divisions to implement related academic support services; works with faculty and various disciplines to increase effectiveness and programs, services, and activities offerings.
 7. Ensures proper and timely resolution of student and staff issues and conflicts related to the Learning Assistance Center and related programs and services.
 8. Directs program development and review; monitors, evaluates, and adjusts programs in response to educational effectiveness and student needs; coordinates outcome-based assessments, planning and development of Learning Assistance Center programs and services.
 9. Develops tutoring schedules for Tutorial Services, Skills Lab, and Math Activities Resource Center; develops and maintains schedules for subordinate personnel.
 10. Provides consultation and technical expertise to administrators, personnel, students, outside agencies, and the public concerning Learning Assistance Center operations, activities and related functions.
 11. Communicates with administrators, personnel, and outside agencies to exchange information, coordinate activities and programs, and resolve issues or concerns.
 12. Coordinates and conducts a District-wide advisory committee for the Learning Assistance Center to keep the District community informed of available programs and services.
 13. Serves as a member of the Instruction Team and various District-wide committees as assigned.
 14. Coordinates and maintains content of Learning Assistance Center web pages.
 15. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of learning resources, programs, and other services as they relate to the area of assignment.
 16. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the Learning Assistance Center.
 17. Maintains and directs the maintenance of working and official departmental files.
 18. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
 19. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Library and Learning Resources.
 20. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
 21. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 22. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.

23. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
24. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
25. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
26. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
27. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
28. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Principles and practices of developing, implementing, and evaluating learning assistance programs, services, and activities.
6. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping.
9. Modern office practices, methods, and computer equipment and applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. 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. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.

2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Provide administrative and professional leadership and direction for the department and the District.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer a variety of learning assistance center programs, services, and activities.
12. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. 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.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a master's degree from a regionally accredited college or university with coursework in education or a related field; and
2. Five (5) years management and/or administrative experience in developing, implementing and managing comprehensive learning assistance center and/or tutorial programs, services, and activities.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023