

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: Director of Evening Operations, Instructional Support Programs

BASIC FUNCTION:

Under the direction of an area administrator, supervise the evening operations of the college campus including the daily operations of instructional services such as tutoring, supplemental instruction, and lab activities at the Advanced Technology Center. Ensure appropriate services are provided in the labs; supervise all evening personnel assigned to the technology mall area; report and document incidents or problems to the appropriate area supervisor; provide appropriate training to tutors and staff; ensure that equipment is functioning and students are able to utilize computing resources to perform classroom assignments; maintain the records for tutoring; oversee tutorial activities; perform employee evaluations; devise procedural protocols for tutoring, usage of the technology building and employees; develop and maintain staff schedules; maintain and monitor the tutoring center budget; evaluate the effectiveness of instructional support services; conduct program review/evaluation; and perform related duties as assigned.

REPRESENTATIVE DUTIES:

Maintain the effective operations of the technology mall. *E*

Serve as primary contact for the evening operations. *E*

Supervise and evaluate employees in the technology mall area. *E*

Assist the appropriate manager during the first week of instruction in the coordination of normal first week activities; i.e., room changes, last minute instructor no-shows, aiding students, etc. *E*

Utilizing appropriate and current curriculum, provide tutor and staff training. *E*

Conduct on-going professional development for all area staff. *E*

Develop and review employee schedules. *E*

Conduct planning meetings involving personnel from across disciplines and other departments. *E*

Notify the appropriate manager of any room conflicts or problems that may occur in the evening. *E*

Report personnel absences to the appropriate manager. *E*

Participate in the informal resolution of conflicts. *E*

Director, Evening Operations, Instructional Support Programs

Train students and support staff in policies and procedures. *E*

Read, understand, interpret, and implement federal and state regulations and guidelines governing instruction, student services, health, and safety. *E*

Provide long-range planning for District Tutoring Center programs, analyzing, evaluating existing programs, and modifying and/or revising them, and coordinating training for tutors as necessary. *E*

Assist in the coordination of academic learning support programs to better enhance student retention and success. *E*

Maintain direct budget oversight of the District Tutoring Center; analyze and interpret legislative mandates and allocations as they impact Tutoring Center program budgets. *E*

Work with counselors, instructors, and administrators to provide optimal tutorial services. *E*

Assist in the coordination of emergency procedures in the event of a natural disaster during assigned hours. *E*

Perform related duties as assigned. *E*

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Classified and Certificated contracts.

Applicable federal and state regulations and policies, including but not limited to State Education Code and Title V.

State guidelines regarding tutoring.

Principles of supervising, training, and providing work direction.

Pedagogical concepts and strategies

Electronic data processing, procedure, and applications.

District organization, operations, policies, and objectives.

Interpersonal skills using tact, patience, and courtesy.

Oral and written communication skills.

Operation of office machines, a computer terminal, data entry techniques, and applicable software.

Telephone techniques and etiquette.

ABILITY TO:

Plan, develop, organize, direct, and coordinate the functions of tutoring and other related programs.

Read, interpret, apply, and explain rules, regulations, policies, and procedures.

Maintain current knowledge of program rules, regulations, requirements, and restrictions.

Assist and relate to individuals from diverse cultural backgrounds.

Train, direct, supervise, coordinate, and evaluate the work of assigned personnel.

Director, Evening Operations, Instructional Support Programs

Establish and maintain cooperative and effective working relationships with students, faculty, socioeconomic, cultural, ethnic, and disability backgrounds.
Communicate effectively both orally and in writing.
Develop and assess student learning outcomes.
Meet schedules and timelines.
Work confidentially with discretion.
Answer telephones and greet the public courteously.
Prepare and deliver oral presentations.

EDUCATION AND EXPERIENCE:

Master's degree in education, english, counseling, or library science, and two years of leadership experience including supervision and evaluation of academic or student services programs, budget management, and employees.

WORKING CONDITIONS:

Office environment; subject to constant interruptions, may require walking or driving from site to site to conduct work on campus.

Position requires hearing, moderate lifting, bending, reaching above shoulder, sitting or standing for extended periods of time, speaking to exchange information, interviewing students, and dexterity of hands and fingers to operate a computer terminal and other office equipment.