

## VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

### **CLASS TITLE: DIRECTOR, TUTORING AND ACADEMIC SUPPORT**

### **FLSA STATUS: EXEMPT**

### **BASIC FUNCTION:**

Under the direction of an area administrator, provide leadership to a team that plans and implements exceptional tutoring and assessment services to increase retention and overall student success; responsible for comprehensive academic support services programming that provide students with additional learning assistance outside the classroom; oversee Tutoring, Success Centers and Labs within academic support services; work closely with the college community to ensure that academic services effectively supports college retention and student success initiatives.

### **REPRESENTATIVE DUTIES:**

Coordinate tutoring and academic support services with campus-wide changes in teaching and learning as needed. *E*

Develop and implement various forms of educational technologies in support of tutorial services including online tutorial services. *E*

Recruit, interview, hire, orient, train, supervise, mentor, coach, evaluate and schedule assigned personnel. *E*

Assure that tutorial facilities at all campus learning centers are fully supported and effectively supervised. *E*

Provide direction to tutoring and academic support staff and tutors in planning and organizing tutoring and ongoing trainings. *E*

Conduct observations of faculty and tutors providing constructive feedback to help staff and student workers build needed skills and develop their potential. *E*

Develop and manage budgets in regards to staffing, facilities, equipment and supplies necessary to achieve established goals and objectives. *E*

Keep current on research, best practices and new initiatives regarding tutoring and academic support. *E*

Collaborate with faculty to identify and select tutors. *E*

Maintain working relationships with academic departments to support the college retention and student success initiatives. *E*

Coordinate, monitor and analyze data and prepare reports, including yearly program review updates and evaluations. *E*

Develop outreach and publicity efforts to create awareness of tutoring and academic support services through a variety of communication channels and methods. *E*

Collaborate with relevant departments to promote the tutoring and academic support programs. *E*

Maintain the content of the tutoring and academic support website and course management site. *E*

Participate in professional development activities. *E*

Interpret and apply county, state and federal policy and legislation as it relates to the area. *E*

Serve on district committees as assigned. *E*

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Principles and practices of tutoring, supplemental instruction, learning resources, general management and supervision.

Operating a computer and various supporting software packages.

Ability to effectively communicate in oral and written form.

Mediate, resolve conflict and achieve consensus.

Analyze and interpret data and trends.

Strategically and creatively anticipate future needs.

Evaluate alternative approaches to delivering services and utilizing resources.

Adult learning theory and practices which promote effective teaching and learning.

Laws and regulations governing California Community Colleges.

District policies and procedures.

Budgeting.

The mission and student population of California Community Colleges.

**ABILITY TO:**

Plan, organize, direct, administer, review, and evaluate programs and services.

Exercise honesty, consistency, and sound judgment in the performance of duties.

Work in the interests of the college as a whole.

Strong interpersonal skills.

Ability to establish and maintain effective, harmonious, and collaborative relationships with a diverse population of students, staff and community.

Serve as an effective leadership team member.

Work with internal and external participants in building and maintaining positive relationships.

Prepare and submit reports to supervisors and reporting agencies.

Utilize computer technology and appropriate software programs.

Communicate effectively both orally and in writing.

Demonstrate an understanding and sensitivity to the needs of diverse students, especially those from traditionally disadvantaged backgrounds.

Communicate effectively both orally and in writing to exchange information.

Prepare comprehensive reports.  
Communicate policies, guidelines, regulations and laws to staff, students and public.  
Prioritize and schedule work.  
Meet schedules and time lines.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain confidentiality of student and other records.  
Train and provide work direction to others including areas related to data access techniques.  
Work independently and confidentially with little direction.  
Exercise tact and diplomacy in dealing with sensitive or confidential matters.  
Sit for extended periods of time.  
Bend at the waist, kneel or crouch.

**EDUCATION AND EXPERIENCE:**

A Master's degree from an accredited college or university in education, student services, human services or a related field and/or discipline. A minimum of three years of increasing professional experience in tutoring services, supplemental instruction or learning resources in a post-secondary academic environment, including at least one (1) year supervising and directing the work of others.

Must have sensitivity to and an understanding of the diverse academic socioeconomic, cultural, disability and ethnic backgrounds of community college students and personnel.

**Preferred Qualifications:**

Experience in the California Community College System.

**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 and reaching above shoulder, sitting or standing for extended periods, speaking to exchange information and interview students, and dexterity of hands and fingers to operate a computer terminal and other office equipment.

Incumbents may be exposed to abusive and hostile individuals.