

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LEARNING SUPPORT SERVICES SPECIALIST

BASIC FUNCTION:

Under direction of the Area Administrator, the Learning Support Services Specialist is responsible as a member of the Library and Learning Support Services (LSS) team for the operation of the Library and Learning Support Services Center(s) and the successful delivery of learning support services as assigned.

REPRESENTATIVE DUTIES:

Coordinate and communicate with the campus in advertising tutoring and learning support services provided to all students including; face-to-face, online, hybrid, and hyflex classes.

Coordinate supportive/assistive learning and tutoring services to individual students and to campus-wide programs and activities including non-credit supervised tutoring in support of student learning outcomes (SLOs).

Assist in the operations and maintenance of the District's tutorial centers and provide tutoring services such as embedded tutoring, online tutoring and conventional tutoring services.

Assure availability of materials and maintain an appropriate learning environment; establish, monitor and streamline tutoring schedules to optimize tutor availability and student participation.

Participate in establishing tutorial program standards, policies and procedures; facilitate communications between counselors, student tutors and instructors.

Recruit, select, train, assign, and evaluate, tutors; verify employment eligibility as required by federal and state laws and check with applicant references; train and supervise student workers.

Communicate with counselors, financial aid, Extended Opportunity Program & Services, Disabled Student Programs & Services, and related areas to coordinate activities.

Analyze and tabulate student feedback and attendance. Receive requests for special reports and respond to survey requests from other educational institutions.

Prepare and maintain records of students tutored in all programs; tabulate and report time of students in special programs; monitor absences

Prepare and maintain records related to program budgets; prepare reports to program participation and verify expenditures; analyze budget and make recommendations.

Evaluate tutorial program activities; solicit feedback and recommendations from faculty members and tutors; propose and help implement changes to the program as needed.

Coordinate workshops and personalized study skills sessions for students to assist them in their academic endeavors, library use, and other areas which facilitate student success; conduct tours and student orientations as required.

Assist Library personnel when needed.

Assist students with various software and hardware related questions.

Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Coordinate test proctoring services.

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of project management.

Philosophy and objectives of tutorial services.

Principles and practices of training and supervising students.

Effective tutoring methods and techniques.

Operation of electronic devices and applicable software including word processing, spreadsheet, and database management programs.

Correct oral and written usage of English.

Recordkeeping techniques.

Interpersonal skills using tact, patience, and courtesy.

Diversity, Equity, Inclusion and Access

ABILITY TO:

Plan and organize work.

Analyze situations and adopt an effective course of action.

Communicate effectively orally and in writing in both English and designed second language.

Maintain records and prepare reports.

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

Meet schedules and deadlines.

Work independently with little to no supervision.

Supervise and evaluate the performance of assigned student workers.

Work cooperatively with others and display cultural competence.

Maintain sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

EDUCATION AND EXPERIENCE: Combination equivalent to two years of experience in an educational setting and associate's degree.

WORKING CONDITIONS:

ENVIRONMENT:

Outdoors/Indoors.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- | | | | |
|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent |
| 2. | Occasional = 25-50 percent | 4. | Very Frequent = 76 percent and above |
-
- | | | |
|----------|----|--|
| <u>4</u> | a. | Ability to work at a desk, conference table, or in meetings of various configurations. |
| <u>3</u> | b. | Ability to stand for extended periods of time. |
| <u>3</u> | c. | Ability to sit for extended periods of time. |
| <u>4</u> | d. | Ability to see for the purpose of reading printed matter. |
| <u>4</u> | e. | Ability to hear and understand speech at normal levels. |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>3</u> | g. | Ability to bend and twist. |
| <u>1</u> | h. | Ability to lift <u>10</u> pounds. |
| <u>1</u> | I. | Ability to carry <u>10</u> pounds. |
| <u>4</u> | j. | Ability to operate office equipment, computer, or related peripherals. |
| <u>3</u> | k. | Ability to reach in all directions. |

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.