VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TUTORIAL SERVICES SPECIALIST II

BASIC FUNCTION:

Under the direction of the Learning Resources Supervisor or other assigned supervisor, plan, organize, and coordinate the activities of the Supplemental Instruction (SI) and Interdisciplinary Study (IDS) programs and other special tutoring activities as needed. Serve as a liaison between faculty, tutors, and students; conduct data research and analysis to support programs. Provide instructional support services to learning resources as needed.

DISTINGUISHING CHARACTERISTICS:

The Tutorial Services Specialist I classification coordinates the activities of the college Tutorial Center, while the Tutorial Services Specialist II classification coordinates specialized, focused tutoring programs for students in identified courses. The Tutorial Services Specialist II works closely with faculty to recruit qualified SI tutors who facilitate student learning techniques in selected courses, and also conducts data research to provide program results to college management.

REPRESENTATIVE DUTIES:

Collaborate with faculty and/or staff to identify SI needs for each discipline and/or department. 

Develop, coordinate and implement supplemental instruction activities; collaborate with other college retention-related programs on the development of SI program materials. 

Recruit, select, train and provide work direction to SI leaders (Supplemental Instruction tutors) and student assistants; schedule hours, monitor performance, prepare and process payroll and other related records. 

Interview, assess needs, and schedule students requesting services; provide assistance with appointment scheduling and assessment as needed. 

Coordinate program communication among students, tutors, faculty, SI leaders and other departments. 

Conduct outreach activities to disseminate information regarding SI programs and independent study workshops; promote services by attending meetings and creating marketing materials such as brochures, posters, literature, and website content. 

Research and collect pertinent SI and IDS (Interdisciplinary Study) data, including information on course completion rates, student participation and success rates, continued enrollment, student grades, tutor hours, types of learning activities, etc. Survey participants; compile data into meaningful reports for college management needs. 

Monitor budget of assigned area; make budget recommendations as appropriate. 

Established March 2007
TUTORIAL SERVICES SPECIALIST II (continued)

Participate in a variety of meetings and workshops, including planning and assessment sessions with faculty, SI leaders, and students; attend related staff meetings, tutorial conferences and workshops. E

Serve as the lead staff for the Tutoring Center as needed; schedule individual tutoring appointments and group sessions. Provide instructional support services to learning resources as needed. E

Perform a variety of clerical and technical functions related to programs; maintain program records and files. E

Perform other duties as assigned.

E = essential duty

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Current methods, procedures and materials used in tutorial services
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Interpersonal skills using tact, patience, and courtesy
- Oral and written communication skills
- Record-keeping techniques
- Principles and practices of training and assigning and evaluating work
- Modern office practices, procedures and equipment and computer software applications

ABILITY TO:

- Plan and organize activities of supplemental instruction program
- Incorporate instructional technology with learning strategies
- Learn industry trends in tutorial practices and incorporate new techniques and materials into program
- Work independently with little direction
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work of self and others
- Interpret, apply, and explain program, office, and department policies, rules and regulations
- Maintain records of client needs, client progress, and quality assessment of services provided
- Collect, compile and analyze information and data
- Communicate effectively, both orally and in writing
- Type at an acceptable rate of speed
- Establish and maintain cooperative and effective working relationships with others
- Interact tactfully and effectively with others at all levels of the organization

EDUCATION AND EXPERIENCE:

Any combination equivalent to: a Bachelor’s degree in an academic area with supplemental course work in education or related field and one year of experience administering a supplemental instruction or tutoring program; or one year of full-time teaching experience.
WORKING CONDITIONS:

ENVIRONMENT:

College tutoring/lab environment

PHYSICAL ABILITIES:

Hearing and speaking to communicate with others
Seeing to review documents to ensure accurate completion
Reaching to retrieve and file records
Dexterity of hands and fingers to operate computer and instructional equipment