



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

LEARNING CENTER COORDINATOR

A Classified Position

[Grade 27 – Salary Schedule 60](#)

A. General Statement

The Learning Center Coordinator performs paraprofessional work involved in the development, implementation, management, and coordination of mentoring and student success programs, as well as assisting in the coordination of the tutorial program and other support programs provided by the Learning Center. Public contact is extensive and can include students, staff, other educational institutions, community and business representatives, governmental agencies and the general public, for the purpose of exchanging program information and services. A high degree of independent judgment and creativity is required to adequately represent the college and program, to serve as a technical resource person for the program, and to design original program components and services. Consequences of errors in judgment can be costly in public relations and in employee time; however, management controls limit the risk of more serious consequences. The Learning Center Coordinator can lead the work of student assistants, proctors, and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with students, faculty, staff, other educational institutions and outside organizations regarding assessment of student study needs and progress, tutor recruitment, selection and evaluation, program planning, tutor scheduling and availability of electronic, print and other subject-matter resources
2. Makes presentations to classes and other groups to publicize college tutorial and basic skills services and to promote other Learning Center programs
3. Conducts Learning Center orientations for incoming students and to recruit tutors
4. Drives a motor vehicle to attend meetings, workshops high schools, and other events to exchange information about current subject-matter and program information and materials
5. Collaborates with faculty, students and staff to plan, develop, and evaluate short- and long-range program goals, activities and services for basic skills mentoring and other programs designed to support student success
6. Compiles input from students, faculty and staff to develop and modify individual student tutorial strategies, tutorial services, programs, current resources, and activities as needed
7. Meets with students and tutors to plan, review and modify tutorial needs, and to evaluate outcomes

8. Collaborates with the Learning Center Director and faculty and support staff to develop programs and services for basic skills students
9. Develops and coordinates logistics, establishes timelines, and develops policies and procedures for Learning Center events, the mentoring program, the tutoring program, and other programs designed to support student success
10. Recruits, hires and trains subject-matter peer tutors for the program
11. Schedules, supervises and evaluates peer tutor services and performance
12. Demonstrates use of online tutorial software and other learning tools
13. Uses a variety of computer software to compose, develop and modify program publicity and training materials, correspondence, presentations and program documentation;
14. Compiles demographic data for reports to track program participation, recruitment effectiveness, and student follow-up
15. Researches and compiles data for, formats and prepares special and regular reports and surveys as assigned
16. Researches new curriculum resources, a variety of computer software, and other materials to develop and maintain current teaching tools for use by tutors
17. Maintains knowledge of applicable student development theories
18. Serves on college committees as appropriate to the assignment
19. Performs other duties as assigned.

C. Requirements

1. Bachelor's degree in business administration, sociology, human resources or a student support services/learning resources or closely related field
2. Successful work experience of increasing responsibility in a learning resources setting that has included extensive public contact with people of diverse cultures, language groups and abilities
3. Demonstrated ability to communicate sensitivity, constructively and respectfully with people of diverse genders, cultures, language groups and abilities
4. Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students
5. Demonstrated ability to communicate effectively, both orally and in writing, with administrators, faculty, staff, students, and the community at large.
6. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, and other printed materials
7. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires individual, small and large group interaction; patience, tact and sensitivity; good memory and attention to details; multiple-tasking and prioritization; flexibility and adaptability; data analysis and comparison; oral and written communication; and team work in order to perform the essential functions; ability to organize and explain materials in ways appropriate to students with different abilities, levels of preparation, languages, and cultural experiences; experience in program planning, implementation, and evaluation; ability to develop program learning outcomes and to assess students' achievement of these outcomes; ability to communicate effectively with other members of the college community to promote the Learning Center and to develop Learning Center programs responsive to students' needs; familiarity with the use of instructional technology and media to enhance teaching and student learning; ability to use a variety of computer software applications, track and monitor data, prepare correspondence and memoranda, and create informational materials.

E. Knowledge, Skills & Abilities

1. Knowledge of teaching and tutoring techniques used to customize individual student learning needs
2. Knowledge of the use of instructional technology and media to enhance teaching and student learning
3. Skill in program planning, implementation, and evaluation
4. Skill in oral communication, including giving concise instructions and public speaking
5. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
6. Skill in the use of a variety of computer software applications, including the Microsoft Office Suite and Adobe Acrobat, to track and monitor data, prepare correspondence, and create informational materials
7. Skill in working effectively as part of a customer service team
8. Skill in training and leading the work of others, including giving clear, concise, accurate and complete instructions
9. Skill in written communication
10. Skill in using a variety of computer software to compose and prepare reports, correspondence, and other materials
11. Skill in researching, compiling, and analyzing data to draw conclusions
12. Skill in developing program learning outcomes and assessing students' achievement of those outcomes
13. Ability to organize and explain materials in ways appropriate to students with different abilities, levels of preparation, languages, and cultural experiences

(3/2015)