



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

LEARNING CENTER MANAGER

A Classified Supervisory Position (Exempt)
Grade 189E – Salary Schedule 35

A. General Statement

The Learning Center Manager performs professional supervisory work involved with the overall operations of the Learning Center. The responsibilities include providing instructional assistance for all courses and overseeing all areas of the Center including the Math Lab, Writing Center, computer labs, and information counter. Special emphasis is given to networking and collaborating with faculty for development of Center initiatives that assist students in ESL, basic skills and transfer courses, and certificate programs. This position provides appropriate delivery of orientations, tours, workshops, tutoring, conversation circles, group study, specialized internet tutorial links, assessment and evaluation. The position is also responsible for overseeing functions pertaining to the maintenance of the budget for instructional support programs throughout the fiscal year. 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. The Learning Center Manager supervises the work of Learning Center staff, 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 department, College and District staff regarding the Learning Center and collaborates with other departments such as Counseling Services, Financial Aid, Outreach, and Articulation on a variety of academic support services
2. Confers with management and other staff to develop, implement and evaluate operational policies, procedures, delivery models for customer services, staffing levels, workflow and learning resources programs and activities
3. Oversees the daily activities of the Tutorial Center
2. Collaborates with faculty to plan and assess students' pedagogical tutorial needs
3. Collaborates with staff to plan and evaluate short and long-range Center evening program goals, and acts as liaison between day and evening programs, faculty and staff
4. Develops and conducts workshops in the Learning Center or classroom on a variety of study strategies for students

5. Researches the needs of students and plans appropriate services to ensure their success
6. Evaluates the effectiveness of Learning Center services
7. Trains, supervises, and evaluates classified staff, temporary staff, and student assistants as assigned
7. Conducts orientation sessions and tours for classes and the public to present Learning Center services
8. Represents the Center at various internal and external functions
9. Works with divisions, departments, and other student service programs to provide student assistance and to coordinate services
10. Ensures the collection and assessment of data regarding the effectiveness of tutoring and other services
11. Performs other related duties as assigned

C. Requirements

1. Bachelor's degree in business administration, education, instructional design or a related field
2. Successful work experience of increasing responsibility in an educational setting that included tutoring, student support services, or learning resources
3. Demonstrated skill in respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Skill in program planning, implementation, and evaluation
4. Skill in the use of a variety of computer software to research, compile, format, and prepare documentation, complex reports, and other written materials
5. Demonstrated skill in working effectively as part of a customer service team
6. Demonstrated skills in written and oral communication, including public speaking and in giving clear and concise instructions
7. Skill in supervising the work of others
8. Demonstrated skill in working effectively 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.

E. Knowledge, Skills & Abilities

1. Knowledge of teaching and tutoring techniques used to customize individual student learning needs
2. Knowledge of applicable division, department, and certificate instructional student needs
3. Ability to organize and explain materials in ways appropriate to students with different abilities, levels of preparation, languages, and cultural experiences
4. Excellent written and oral communication skills, including public speaking among diverse groups
5. Skill in short and long-range program planning, implementation, coordination and evaluation
6. Knowledge of philosophy and techniques of program assessment, including student learning outcomes
7. Skill in interviewing, directing, evaluating and assessing tutors, student assistants, and Learning Center staff
8. Skill in establishing and maintaining effective working relationships with administration, faculty, staff, students, and student workers
9. Skill in research, compiling, formatting, and analyzing a variety of data to prepare appropriate reports
10. Knowledge or skill in Microsoft Office suite, Banner, SARS Grid/Trak, eSARS, and the internet for data gathering and to produce correspondence, flyers, presentations, handouts, etc.
11. Ability to work effectively as part of the Learning Center team
12. Knowledge of current effective practices relating to Learning Center and tutorial practices, programs

and initiatives

13. Skill in the management of a program budget in order to maximize resources from a variety of funding sources for tutoring and other needs
14. Knowledge of specific subject matter used in Learning Center self-paced courses
15. Skill in performing research in designated subject matter areas

(3/2015)