



COORDINATOR, INSTRUCTIONAL SUPPORT, DISCIPLINE

DEFINITION

Under general supervision, plans, organizes, coordinates, and participates in the daily instructional support, operations, and activities of assigned centers and programs in designated field(s); provides tutorial support in designated field(s); oversees and provides training to tutors; researches and gathers various program data and develops reports; coordinates marketing and promotion efforts for assigned centers and programs; administers assigned budgets; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for planning, organizing, and coordinating assigned instructional support and tutorial center programs, services, activities, and events. The duties involved include the implementation of goals and objectives and oversight of budget, performance, reporting, accountability, and regulatory compliance. Positions work on tasks that require the use of discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned operations. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Organizes, coordinates, and oversees instructional/academic support and tutorial center programs, student services, activities, and events for a diverse student population by creating positive learning communities.
- Participates in the planning, development, and implementation of policies, procedures, and handbooks for assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.
- Assesses and determines placement between tutors and tutees; coordinates and conducts individual, group, class-assigned, and/or online tutoring/lab instruction sessions and workshops to enhance student skills and knowledge in the areas of a designated discipline; researches resources and designs and develops materials for sessions and workshops; provides information on available resources and advises students on various learning materials.
- Assists in conducting program and service evaluations and identifying and implementing necessary changes.
- Assists students in developing effective study, time management, critical thinking, writing, note-taking, and related learning and practical skills.
- Assists students in conducting self-assessments of skills and performance levels; guides students in developing learning goals and step to meet established goals.
- Reviews student academic records and makes appropriate referrals to assist students in achieving academic goals.

- Uses and promotes the use of theory-based developmental learning strategies when assisting students and tutors.
- Assists in budget tracking and reconciliation processes by monitoring and tracking expenditures.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information; creates surveys and reports; submits reports in compliance with state reporting requirements and to management, faculty, and/or staff as requested.
- Designs, creates, and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Plans, schedules, and organizes events, workshops, informational seminars, presentations, and related activities; prepares and delivers presentations to student organizations, faculty, staff, and community groups regarding instructional support and/or tutorial center programs, services, activities, and events; creates training videos for faculty, staff, and students.
- Performs a variety of administrative office support duties such as maintaining websites and social media; opening and securing offices; ordering and maintaining office and center supplies; and attending and participating in meetings.
- Stays abreast of new trends and innovations in the field of a designated discipline and developmental education theory and practices by participating in various professional development activities.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Oversees and conducts recruitments for and training of tutors and student workers; develops work schedules; may review and approve timesheets; monitors hours worked and allocated budgets; oversees and provides work direction and training; explains performance standards, policies, and procedures; and monitors tutorial sessions and evaluates performance.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles, practices, policies, and procedures related to planning, coordinating, and implementing student learning and instructional support programs, services, activities, and events.
- Principles and practices of program and/or office coordination including implementation of the goals and objectives and oversight of budget, performance, reporting, accountability, and regulatory compliance.
- Methods, practices, and techniques of student learning and instruction.
- Academic strategies for working with students with different learning styles and potential learning and skills challenges.
- Principles of providing functional direction and training.
- Principles and practices of data collection and report preparation.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Develop, implement, and coordinate assigned programs, services, and activities in an independent and cooperative manner, evaluate alternatives, make preliminary recommendations, and prepare reports.
- Coordinate and oversee programmatic and office budgetary, accountability, and regulatory reporting activities.
- Understand different learning styles and potential learning and skills challenges facing community college students.
- Explain principles, theories, and terminology related to assigned area of discipline.
- Engage students in positive learning in a tutorial or other learning environments.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned student workers.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in education or a related field and two (2) years of increasingly responsible experience in a classroom, tutoring, instructional/academic support center, and/or or related academic setting.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-49

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021