

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Tutorial Services Technician

BASIC FUNCTION: Under the supervision of the area Dean, responsible for the organization and effective operation of services provided by Tutorial Services Department.

PROVIDES WORK OR LEAD DIRECTION TO: Provides lead direction to short-term temporary hourly and student workers.

REPRESENTATIVE DUTIES:

1. Develops and implements policies and procedures for the effective operation of Tutorial Services.
2. Assists in planning the federal, state, and district budgets; and monitors expenditures. Prepares, processes and signs Payroll documents.
3. Recruits, hires, trains, and recommends discontinuation of Tutors. Prepares and oversees work schedules to ensure tutorial coverage to accommodate the needs of students.
4. Responsible for hiring of short term and/or student workers; trains, evaluates, assigns, reviews, and oversees their daily activities.
5. Prepares work orders and requisitions as needed.
6. Plans and coordinates staff meetings, to review and revise if necessary, office procedures and etiquette.
7. Develops and coordinates on-going training programs for Tutors, including workshops on special topics given by campus faculty and Student Services.
8. Provides handouts for students to assist them in developing study skills.
9. Communicates with faculty and various department personnel, including the Special Grant Programs on campus, in the assessment and provision of student needs, and coordinates these needs and classes assisted by Tutors.
10. Collects department data, to assess the success and improvement of the Tutorial program, such as hours of tutoring, Tutorial roster, student success and subjects tutored.
11. Disseminates publicity concerning the Tutorial Program; and resolve inquiries, concerns, and issues not handled by support staff.
12. Responsible for the Perkins 30 grant, including, writing, implementing, and tracking grant funds.
13. Participates in professional organizations to maintain an understanding of current ideas, research, and practices.
14. Participates in District-provided in-service training programs.
15. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
16. Performs other related responsibilities within the job description, as may be assigned.

EDUCATION: Associate's degree or 60 units of college coursework from an accredited institution is required. Additional college business courses or four years of direct experience in a Tutorial Department is required. Additional qualifying experience may be substituted for the associate's degree on a year for year basis with one year of full time experience equaling 30 semester units of college.

EXPERIENCE: Two years closely related experience in tutorial assistance and academic support service are required.

LICENSES/CERTIFICATIONS REQUIRED: None

04/01/09; Revised 07/01/14

KNOWLEDGE OF: Office practices; computer software applications, including Excel and Word; the operation of business equipment, including computers, copiers, and calculators.

ABILITY TO: Understand and follow oral and written directions; make simple arithmetic computations; explain rules and policies and procedures; index and alphabetize accurately; keyboard at a speed of not less than 40 net words per minute; use good communication and written skills; use correct English usage, grammar, spelling, punctuation, and vocabulary; use interpersonal skills using tact, patience, and courtesy; establish and maintain friendly, cooperative, and effective relationships with others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, support staff, other departmental staff, faculty, volunteers, classified hourly employees, students, and the general public.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.