

## COLLEGE OF CENTRAL FLORIDA

### JOB DESCRIPTION

JOB TITLE: LEARNING SUPPORT SPECIALIST – CITRUS CAMPUS

PAY GRADE: C-4

OVERTIME STATUS: NON-EXEMPT

#### MAJOR RESPONSIBILITY:

Responsible for overseeing the daily operation of the Learning Support Center (LSC) and providing tutoring, remediation, and testing services.

At the College of Central Florida, our vision is to be “Your first choice for quality higher education.” We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

#### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: Bachelor’s degree required. General computer knowledge and experience, and proficiency in the current Windows operating system and current version of MS Office required. Knowledge of Windows NT networks a major plus.
2. Years of experience in field: Minimum two years’ experience in the supervision and provision of offline and online activities, programs, and training associated with the instruction of students in computer operations; developmental, remedial and higher-level learning skills at the college level preferred.
3. Special skills or abilities related to position: Working knowledge of the policies, services, resources, equipment and daily operating procedures of the Learning Support Center (LSC) and the CF Citrus Campus. Sufficient dexterity to operate the teaching/learning laboratory equipment and to make minor operational adjustments and repairs. Ability to work effectively with students, staff, faculty and the public. Must have effective oral and written communications skills. Ability to balance the needs of several students simultaneously. Ability to relate well to and effect confidence in students and peers alike. Possession of a depth of knowledge in various academic disciplines. Ability to provide effective individualized/small

PREREQUISITES FOR POSITION (Qualification Standards Continued):

group/class tutoring and academic assistance to students. Ability to upgrade continually one's academic knowledge base and skills in the technical educational aspects of the Learning Support Center (LSC). Ability to interpret data, and to maintain LSC records. This position may require working nights or weekend hours.

ESSENTIAL JOB FUNCTIONS:

1. Provide individualized/small group/class tutoring, academic assistance, and testing services to students.
2. Operate and assist students, staff and faculty in the use of the LSC's software/hardware.
3. Identify computer software/hardware problems and resolve or report to computer services as appropriate.
4. Supervise and provide assistance to students on CLAST, TABE and remediation.
5. Gain familiarity with new software/courseware/hardware/resources.
6. Schedule LSC use/answer phones/keep records/order supplies and all additional essential LSC operating duties.
7. Supervise and schedule appointments and assignments for student tutors.
8. Order supplies and equipment.
9. Perform clerical duties such as keeping records, compiling annual usage reports, and maintaining correspondence.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS

- Works inside the Learning Support Center (LSC).

(Reasonable accommodations will be made for otherwise qualified individuals with a disability)

PRIMARY LOCATION OF JOB: Learning Support Center (LSC) – Citrus Campus

SUPERVISOR OF POSITION: Skills Lab Specialist