

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: COORDINATOR – ACADEMIC SUPPORT

PAY GRADE: P-10

OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

Plan, develop and coordinate a comprehensive academic support program to enhance student learning and success. Coordinate the college's academic tutoring and readiness programs and services including the writing center in the Ocala Learning Support Center (LSC).

At the College of Central Florida, our vision is "To be the first choice for quality higher education in our community." 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 in education, student support or related field required. Master's degree preferred.
2. Years of experience in field: Minimum of two years of experience related to post-secondary instruction, tutoring support or student readiness required. Staff supervision preferred.
3. Special skills or abilities related to position: Knowledge of the procedures, practices and services related to academic support and writing centers. Knowledge of sources of information relative to learning/tutorial centers. Strong computer skills. Knowledge of the college mission and of goals and objectives in meeting the mission.

Ability to operate a tutoring/academic support center in an effective manner. Ability to relate to students, faculty, and staff. Ability to analyze center processes and procedures and to evaluate their effectiveness. Ability to coordinate and supervise the activities of academic tutoring support staff.

ESSENTIAL JOB FUNCTIONS:

1. Coordinate and supervise academic tutoring for the Learning Support and Writing Centers including:
 - Establish processes and procedures for academic tutoring programs to maximize effectiveness and efficiency of individual and group tutoring
 - Recruitment of academic tutors in all subject areas
 - Training
 - Scheduling
 - Evaluation
2. Oversee all facets of coordinating and supervising tutoring staff, programs and services.
3. Develop, implement and evaluate new academic support strategies and techniques for the Learning Support Centers. Coordinate the tutor training program.
4. Coordinate academic support services and resources with faculty and relevant Learning Resources personnel in regards to instructional services, needs, and plans for future programs. Coordinate and communicate with faculty to enhance the academic support programs and services to enhance student learning and success.
5. Attend workshops, seminars, and courses relevant to learning/ tutorial centers and current instructional technology. Survey faculty, tutors, and students regarding recommendations for suggested changes and implement requested changes.
6. Develop instructional materials and present workshops related to academic support and writing skills.
7. Coordinate with E-Learning staff to ensure a comprehensive online student readiness tool is available for incoming e-Learning students.
8. Oversee the delivery and distribution of student readiness tools as needed.
9. Provide equivalent tutoring services for e-learners.
10. Assist the Director of E-Learning and Support Centers with budget preparation related to the academic tutoring program and Writing Center's needs.
11. Evaluate student usage and effectiveness of academic support services and modify future implementations accordingly.
12. Promote the academic tutoring programs and services to CF students and faculty. Prepare promotional materials.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

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 accommodation 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)

PHYSICAL DEMANDS (continued):

- Ability to 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 walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

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

PRIMARY LOCATION OF JOB: Learning Support Center, 3-101, Ocala Campus

SUPERVISOR OF POSITION: Director, E-Learning and Support Centers