

JOB TITLE: Executive Director, Learning Center & Academic Support

DEPARTMENT: Learning Center

FLSA: Exempt

LOCATION: Union Campus

LEVEL: 207

REPORTS TO: Vice President of Academic Affairs

DATE: Revised 4/10/2019

POSITION SUMMARY: Responsible for supervision and management of everyday operations of the Learning Center and Academic Support, which encompasses on-ground and on-line tutoring, computer & adaptive technology labs, Retention efforts, and Testing Center. Responsible for the oversight and development of learning support programs and operations associated with student academic preparation, retention interventions, developmental education, and support, remediation of identified skills to promote retention, persistence, and completion.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree in Education, Counseling, or core academic area; three or more year's related experience including supervision of employees.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor:*

- Supervise, hire, train, schedule, and evaluate personnel as assigned. Assist with search committees for new employees
- Develop and implement Learning Center, Testing Center, and Adaptive Technology Lab policies and procedures
- Develop and monitor department budget
- Monitor early alert referrals and disseminate to appropriate staff for early interventions. Continue follow-up communication with faculty, staff, and students. Maintain appropriate interventions for the Learning Center in the College's Early Alert referral system
- Develop and support programming to address students transitioning into college, remediation, and retention. Work collaboratively with faculty to create and operate successful developmental education support programs. Help assess effectiveness of student learning
- Work with coordinating Student Service staff and Retention Coordinator to develop programming for students on academic probation/suspension
- Work with faculty to develop supplemental classroom support programming to aid classroom learning.
- Oversee coordination of mobile enrollment testing in conjunction with the Testing Services Coordinator and Director of Early Colleges, maintain guidance on placement standards, and monitor assessment budget
- Enhance online support services (tutoring, The Learning Center webpage, learning video tutorials) and access for on-ground, online, dual credit, and dual enrollment students
- Develop and implement assessment tools, plans, and reports to evaluate effectiveness and identify areas for improvement, which support efforts associated with the College's mission and accreditation
- Support faculty and staff in access concerns/issues for students in cooperation with the Access Counselor and in keeping with the provisions of ADA, oversee adaptive technology lab operations
- Serve as a member of the Early Alert Team
- Stay abreast of current and developing trends in higher education and learning assistance programs, including state initiatives
- Design and organize tutor training content and delivery methods in accordance with guidelines set by College Reading Learning Association and NOSS. Maintain course up-to-date and relevant. Coordinate instruction. Maintain certification
- Work with Deans and respective faculty and staff to develop and assess multiple measure placement testing and subsequent success rates for relevance
- Maintain records and reports for certification and assessment purposes

- Work with the Athletic Director and athletic coaches to monitor Athlete Study Hall and develop appropriate interventions for course and grade concerns
- Represent ECC at professional organization meetings and events. Serve on committees as assigned
- Work with the Student Services staff in addressing student learning concerns
- Work with faculty and Campus Life and Leadership Coordinator to promote services through educational workshops and social functions to promote Learning Center services
- Support faculty to enhance student learning and develop success strategies in the programs, including class presentations, mobile tutoring, and workshops that support classroom learning
- Familiarity with standardized tests and procedures including but not limited to: MoGEA, ACCUPLACER, Pearson Vue, CLEP, and HiSET
- Work with Director of Early Colleges and high schools counselors in the service area to set up access to workshops and tutoring services for dual credit students
- Understanding of ADA, its implications of, and familiarity with the most current adaptive technology
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the general public
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA)
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision

LEADERSHIP and COMMUNICATION SKILLS: ability to exchange ideas, facts, information, and opinions effectively and accurately with others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce and student population; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; ability to direct, manage, or lead others; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning. Excellent customer service skills; comply and enforce policies, procedures, and instructions; ability to determine work procedures, assigns duties, maintains harmonious relations, or promotes efficiency.

DECISION-MAKING and ANALYTICAL SKILLS: Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of college policies, procedures, and practices; knowledge of the Family Educational Rights and Privacy Act (FERPA), Title VII, Title IX, ADA and other applicable laws pertaining to employment and education; understanding of Learning Center and College services and activities; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; ability to handle confidential material judiciously; understanding of developmental education programs and tools related to community colleges.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- **Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions;

extended periods of time viewing computer monitor; will require flexible schedule to work evenings and/or weekends; Available to travel locally and regionally to participate in meetings, conferences, and other activities related to the position duties.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

POSITIONS SUPERVISED: Associate Director; Learning Center Clerks; Learning Center Specialists, *Peer Tutors*

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

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