

JOB TITLE: Learning Center Specialist

DEPARTMENT: Learning Center

LOCATION: Union Campus

REPORTS TO: Executive Director, Learning Center & Academic Support

FLSA: Non-Exempt

LEVEL: 105

DATE: 6/3/25; 11/3/20; 8/27/19

POSITION SUMMARY: Provide Learning Center and Testing Center services to students, faculty, staff and community.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Associate's degree in English, math, science or other related field; Bachelor's preferred; tutoring experience preferred.

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

- Provide tutoring services to diverse background of students enrolled in multiple disciplines; provide one-on-one and group instruction in online, hybrid, hyflex, and on-ground capacities.
- Provide tutoring services to our service region community members, if needed.
- Assist in Embedded Tutoring program for high-risk courses identified via IR Cours Success data. Provides wrap-around academic support services for students, including classroom participation, faculty collaboration, tutoring, development of time management, test taking strategies and study skills.
- Collaborates with faculty, Development Advisory Committee, Admissions, and Advising to create Summer Bridge programming, including content and instruction for developmental education student placement and college readiness.
- Collaborate with Retention Office to create and implement workshops based on identified student needs.
- Collaborate with Admissions and Early College Academy to develop and instruct ECA JumpStart for college readiness, focusing on math, science, and college skills.
- Develop and tutor placement test programming for placement test preparation and/or retake.
- Develop and maintain appropriate midterm and final exam review sessions in collaboration with faculty.
- Maintain accurate and detailed records of tutoring sessions in online tracking software program, including scheduling.
- Monitor activity throughout the Learning Center to help ensure a professional and student focused learning environment.
- Work with Executive Director to maintain Learning Center webpage for relevance.
- Assist students with instructional computer assisted programs and computer access issues (usernames, passwords, etc).
- Manage Online Writing Center – writing tutor only.
- Assist with training of new Learning Center employees, including student tutors, as needed.
- Maintain College, Reading, Learning Association Training, including instruction of certification programming and updating certification content on LMS.
- Assist Executive Director in teaching CRLA certification level course for accreditation.
- Serve on committees as requested.
- Assist the other institutional offices with various tasks as needed.
- Adjustment of hours involving evening and/or weekend work may be required.
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

COMMUNICATION SKILLS: Ability to communicate clearly and concisely, both orally and in writing; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to read and interpret documents; ability to write routine reports and correspondence; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to verbalize understanding of a problem or situation, ask relevant questions for clarification, and explain it to others; ability to present materials effectively to individual students or groups.

KNOWLEDGE, SKILLS AND ABILITIES:

College: Ability to accurately perform mathematical calculations; ability to apply common sense understanding to carry out instructions furnished in written, oral, and diagram form; ability to perform all essential functions using safe work methods and following safety regulations relating to job; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of college policies, procedures, and practices.

Departmental: Excellent customer services skills; thorough detailed knowledge of assigned tutoring disciplines; knowledge of department policies, procedures, and practices with the ability to answer work related questions and/or interpret and apply these guidelines correctly in various situations; ability to prioritize and manage multiple tasks simultaneously; ability to work accurately and efficiently at a fast pace with frequent interruptions; ability to apply principles of logical thinking to identify and express problems, establish facts, draw valid conclusions, and develop solutions from alternative methods and procedures.

EQUIPMENT AND SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Colleague, ImageNow, etc.

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.

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, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information; this position may also require travel to off campus destinations (ie satellite sites, high schools).

POSITIONS SUPERVISED: None

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

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*