



JULY 2009
FLSA: NON-EXEMPT

LEARNING CENTER ASSISTANT

DEFINITION

Under general supervision, assists in the coordination of the operation of the Learning Center; develops, schedules, and designs plans to monitor and improve learning center operational procedures; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Learning Resource Center Coordinator. Exercises no supervision of staff. May provide technical or functional direction to student workers.

CLASS CHARACTERISTICS

This classification assists the Learning Resource Center Coordinator in ensuring that the Center's activities are running properly and that students gain access to the most beneficial learning resources and services. Responsibilities include coordinating the Center's tutoring program, training student workers in the procedures of the Center, and proctoring exams. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Learning Resource Center Coordinator classification in that the latter oversees the day-to-day operations of the Center.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in coordinating the activities of the Learning Resource Center; prepares forms and maintains information and records related to the Center's instructors, tutors, and student assistants; opens the Center and maintains student appointments.
- Prepares an estimated cost of payroll, as well as, the actual payroll based on hours worked; generates time cards for all hourly employees of the Center; works with the Payroll Department to determine pay discrepancies.
- Works with students and faculty to provide access to the instructional resources in the Center and elsewhere on campus that best meet their needs.
- Tracks student use of the Center.
- Conducts workshops and tutor training; prepares presentation materials of Learning Center processes and procedures; assists students with computer use.
- Proctors exams to ensure that students follow appropriate rules and procedures.
- Supervises and interviews student workers at the Center; orders books and materials for tutor use; supervises tutors in the absence of the Center Coordinator; assists faculty and tutors in coordinating a tutorial program.

- Develops correspondence and informational materials (e.g., brochures, flyers) for and about the Learning Center.
- Schedules use of the audio-visual equipment.
- Maintains order and discipline in the Center.
- Prepares reports of student progress and student and department needs.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Departmental practices and procedures and applicable District policies.
- Principles and practices of data collection and report preparation.
- Basic accounting methods, procedures, and terminology.
- Principles of business letter writing.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Plan and schedule the daily operation of the Learning Center.
- Learn, apply, and explain the Center's resources and services.
- Learn, apply, and explain applicable District policies, rules and regulations related to areas of responsibility.
- Make accurate arithmetic computations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework in business or related field, and four (4) years of responsible related experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard and specialized office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.