



**JANUARY 2013**  
**FLSA: NON-EXEMPT**

## **STUDENT SUCCESS COORDINATOR**

### **DEFINITION**

Under general supervision of the dean and in conjunction with the Instructional Specialist, plans, organizes, coordinates, supervises and oversees the day-to-day activities and operations of the Learning Resource Center, tutorial programs, and computer labs as assigned; performs a variety of responsible office support and technical duties in support of an assigned program area or skills center; assists in the assessment of student skills and abilities, and, within set guidelines and procedures, makes recommendations to instructors on appropriate skills practice and/or tutorial exercises that the student should be assigned; assists students with use of equipment and learning resources; performs a variety of data collection, data entry, record-keeping, report preparation, and program support activities; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the assigned dean and/or Instructional Specialist. Exercises general and direct supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This classification oversees, supervises and integrates the day-to-day activities and operations of the Learning Resource Center, tutorial services, and computer labs to meet department goals and objectives. Responsibilities include providing assistance to students and instructors to reinforce classroom lessons and to assist them in accessing and using Learning Center resources and services designed to improve student academic skills and knowledge. The incumbent also plans and maintains an effective work flow, trains and supervises peer tutors and student workers in the procedures of the Center, prepares reports and maintains the assigned area in a safe and working order.

### **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.*

- Plans, organizes, supervises and evaluates the work of assigned staff; participates in performance evaluations and takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's human resources policies and procedures and labor contract provisions.
- Contributes to developing and monitoring of the annual budget for the department.
- Participates in developing, implementing and evaluating work programs, plans, program reviews, SLOs, processes, systems and procedures to achieve department goals.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving departmental and District objectives and service expectations.
- Plans, organizes, coordinates, supervises and oversees the day-to-day activities and operations of the Learning Resource Center, tutorial programs, and computer labs; oversees operations of one or more instructional areas, including setting up and maintaining equipment in assigned area; opens or closes the Center as assigned.
- Prepares forms and maintains information and records related to the Center's instructors, tutors (including teachers associates and supplemental instruction coaches), and student assistants.
- Prepares 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.
- Obtains information from students to be used by others to determine knowledge and skill level of each student; refers students, such as those who may have disabilities, to programs and services that can better attend to their specific needs.
- Tracks and prepares reports on student usage of Learning Center, tutorial programs, and computer labs; prepares reports of student progress and student and department needs.
- Participates in planning, development, coordination, integration, implementation and evaluation of academic support services programs and activities within assigned areas of responsibility to meet department goals and objectives; provides innovative, achievable recommendations to dean and others.
- Works with students and faculty to provide access to the instructional resources and services in the Center and elsewhere on campus that best meet their needs.
- Assists in the training and supervision of student workers; acts as lead to all tutors and student workers in the absence of the Instructional Specialist; orders books and materials for tutor and student use and office supplies.
- Develops correspondence and informational materials for and about the Learning Resource Center, tutorial programs, and computer labs.
- Operates a variety of equipment related to the particular areas of assignment.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Functions, programs, services, operations and activities of a Learning Resource Center.
- Standard office practices and procedures, including basic record-keeping, arithmetic, and the use of standard office equipment and software.
- 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.
- Currency in the uses of instructional software and other technologies used to enhance learning.
- Basic accounting methods, procedures, and terminology.
- Principles of business letter writing and thorough communication skills
- Principles and practices of effective supervision.
- 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, socio-economic and ethnic groups.
- District classified human resources policies and procedures and labor contract provisions.

**Ability to:**

- Plan, organize, coordinate, implement and evaluate the daily operations, activities and services of the Learning Resource Center, tutorial programs, and computer labs.
- Work with and maintain various databases and spreadsheets.
- 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.
- Prepare clear, concise and comprehensive reports and other written materials.
- Exercise sound independent judgment within general policy guidelines.
- 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 writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- 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 graduation from an accredited four-year college or university preferably with a major in education, English, mathematics, science, business, information technology or related field, plus three (3) years of progressively responsible experience providing technical and instructional support and services in a College learning center/lab or tutorial program including supervisory experience.

**Licenses and Certification**

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.