



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Director – Tutoring and Writing Centers
<b>POSITION NO.</b>	502460
<b>LOCATION</b>	Warwick Campus
<b>REPORTS TO</b>	Dean of Learning Commons and Classroom Technology
<b>GRADE</b>	PSA 15
<b>WORK SCHEDULE</b>	35 hours per week; normally Monday through Friday, 8 a.m. to 4 p.m. Hours may vary based on the needs of the department.
<b>SUPERVISION</b>	Writing Center and Tutoring Center campus coordinators, other professional and support staff (including part-time professional tutors and academic coaches), student employees, and occasional graduate and undergraduate interns
<b>LIMITATION (if applicable)</b>	Subject to renewal after annual review.
<b>REVISION DATE</b>	September 2024

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**JOB SUMMARY:**

The Director of Tutoring and Writing Centers provides leadership for the formulation, coordination, and implementation of the tutoring, writing, and academic coaching support services across all college locations. This position provides academic support, advising, community resource referrals and other related services to support student persistence and retention. The Director is responsible for staff training, budgeting, and overall supervision and evaluation of the Tutoring and Writing Centers.

**DUTIES AND RESPONSIBILITIES:**

**Commitment to CCRI's Mission:**

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Promote a positive and inclusive work environment that supports the professional growth of staff while championing a commitment to service excellence and student success

**Program Development and Leadership/Management:**

- Oversee program planning and assessment for tutoring, writing, and academic coaching support services, including goals and objectives and annual progress reports
- Recruit, hire, lead, and supervise full-time and part-time professional staff and college work study employees
- Participate in Learning Commons meetings and activities, serve on college committees, participate in college-wide meetings and activities as necessary and appropriate, to promote tutoring, writing, and academic coaching support services at the college
- Develop and supervise system-wide programs such as tutor training, pre-semester events, and workshop development
- Develop and implement online program orientations and other transition and success activities for students and faculty
- Stay abreast of research and developments related to the theory and practice of teaching writing and administering writing support programs

**Outreach and Recruitment:**

- Work with faculty and professional staff to identify and refer high risk students to the Tutoring & Writing Centers, improve retention and service delivery, and ensure cohesive, interconnected effort
- Collaborate with faculty to assist with the coordination, scheduling, outreach, and promotion of the Tutoring & Writing Centers' programs and services
- Provide in-person and online academic and student support services to increase student retention and persistence
- Oversee campus-based peer tutoring program, including recruitment, hiring, training, and supervising student employees

- Establish and maintain working relationships with internal and external partners, faculty, and college departments

**Communication:**

- Keep the Dean of Learning Commons informed of major developments in the tutoring, writing, and academic coaching support programs
- Conduct information/in-service training sessions for faculty, staff, and students regarding program objectives and services
- Oversee the development and maintenance of the department's website and, as appropriate, social media and related tools of communication and student success
- Oversee the development of department's targeted informational and marketing videos
- Provide input and support to the English Department's Writing Committee regarding writing courses, tutoring, and related support services

**Reporting, Budgeting, and Data Management:**

- Manage department budgets, compile data, analyze information, track students, and evaluate programs and staff
- Assist Dean with budget development and prioritizing of resource allocations; guide long range planning efforts of department
- Establish and supervise the operation of the department's management information systems, online service platforms, and communication software

**Departmental Support:**

- Keep professionally current by participating in department and college-wide activities and training and, when appropriate, regional, and national meetings

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Minimum of a Master's degree required in related field such as English or Writing and Rhetoric, higher education administration, adult education, or another appropriate field related to program objectives
- A minimum of five (5) years' experience in providing tutoring, writing support, and academic coaching in a higher education setting
- Demonstrated effectiveness and experience supervising, instructing, and reviewing the work of subordinates
- Ability to work effectively and collaboratively in a diverse, inclusive, and student-centered environment with students of various learning styles, cultures, identities, and life experiences
- Ability to travel and work non-standard hours as needed

**PREFERRED QUALIFICATIONS:**

- Demonstrated advocacy and commitment to student success and a deep understanding of the challenges faced by community college and developmental education students
- College teaching experience, especially at the community college level
- Significant professional experience with problem solving and conflict resolution
- Well-developed oral, written, and online communication and planning skills
- Experience in project management, team building, and budget management
- Demonstrated knowledge and use of Starfish, Banner, Blackboard, WebEx, Zoom, COMEVO, and MS Office software

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.