



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Tutoring Center Coordinator
POSITION NO.	502434, 502435
LOCATION	Providence, Lincoln Campus'
REPORTS TO	Director Tutoring Center
GRADE	PSA 12
WORK SCHEDULE	35 hours per week; normally Monday through Friday. Hours may vary based on the needs of the department.
SUPERVISION	Professional staff and student employees.
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	September 2024

JOB SUMMARY:

The coordinator is responsible for the overall management of an assigned campus Tutoring Center and will participate in The Learning Commons initiatives to help ensure delivery of quality tutoring, academic coaching, and early alert/retention services. They provide academic assistance through the tutoring and academic coaching services, coordinate information and referrals to other college resources, and seek ways to improve student satisfaction and retention. The coordinator empowers students to understand their individual learning needs, develop better study habits and behaviors, and creates plans to achieve their goals.

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

Program Development and Management

- Provide in-person and online academic and student support services to increase student retention and persistence
- Assist in the planning, development, implementation, and evaluation of the Tutoring Center's tutoring and academic coaching services, pre-semester events, and tutor training
- Oversee campus-based peer tutoring program, including recruitment, hiring, training, and supervising student employees
- Assist in recruiting, hiring, training, and supervision professional tutors and academic coaches
- Assist with one or more system-wide programs such as tutor training, pre-semester events, and workshop development
- Travel between campus Tutoring Centers may be required

Outreach and Recruitment

- Work with faculty and professional staff to identify and refer high risk students through CCRI's early alert program
- Collaborate with faculty to assist with the coordination, scheduling, outreach, and promotion of the Center's programs and services
- Assist director in developing marketing strategies and performing outreach activities to increase student, faculty, and staff recognition of department services

Communication

- Ability to establish and maintain cooperative working relationships with students, faculty, and staff
- Deliver individualized academic support, guidance, and group workshops on such topics as transitioning into college, developing or improving organizational, and study strategies
- Demonstrated experience in providing services online via Zoom, WebEx, or other related technology

- Act in a professional manner and be sensitive to and respectful of the student's learning and, if appropriate, personal needs
- Keep all information on students confidential; adhere to FERPA
- Refer tutees to other campus services or resources when appropriate
- Document all tutoring sessions in department's record keeping system (e.g. Starfish)

Reporting, Budgeting, and Data Management

- Monitor and plan campus Tutoring Center operating budget
- Access, analyze, and interpret Starfish reports on tutoring and academic coaching services
- Develop reports and documents as requested

Departmental Support

- Follow Learning Commons/Tutoring Center procedures and policies; report critical issues to supervisor immediately
- Represent the Learning Commons department by participation in college activities, including committee work and college events
- Develop and maintain close working relationships with academic departments and divisions within the college
- Other duties as required

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree required; master's degree preferred in related field such as higher education administration, adult education, or an appropriate field related to program objectives
- A minimum of three (3) years' experience at a higher education institution, in providing student support services such as tutoring, academic coaching, student advisement, or related student support position

PREFERRED QUALIFICATIONS:

- Demonstrated advocacy and commitment to student success and a deep understanding of the challenges faced by community college and developmental education students
- 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.