



## Academic Support Services Specialist

Classified Range: 42

Board Approved: 11/18/2021 P. 1|4

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

### **SUMMARY DESCRIPTION**

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Coordinates the daily activities for tutoring services in assigned areas. Serves as a resource for the campus for academic support needs and best practices.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers and/or professional experts. Coordinates, oversees, and provides support for the assignments of assigned staff.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Coordinate staffing for academic support services; collaborates with faculty in the recruitment, and placement of tutors; maintains contacts with faculty for peer tutor recommendations; reviews and completes necessary forms to hire new and re-hired student tutors; submits necessary forms for volunteer tutors.
2. Coordinates the day-to-day activities of the instructional support areas, such as tutoring and stem centers.
3. Collaborates with faculty to provide tutorial staff workshops; orients tutors in the use of scheduling software, and recordkeeping procedures; makes recommendations and participates in the development and implementation of tutoring methods and best practices including techniques in effective tutoring strategies.
4. Oversees and monitors tutoring activities; develops, enters, maintains, and tracks tutoring schedules; assigns departmental projects to tutors as necessary.
5. Guides students in the use of instructional technology and additional resources as needed; provides support to tutors as needed.
6. Gathers and maintains campus-wide information of the location, times, and type of student academic support services offered; assists in updating department webpage; develops and prepares informational materials related to services on campus.
7. Reviews and maintains tutor timesheets and logs; generates timesheets obtains required signatures and submits timesheets to appropriate manager.
8. Monitors and tracks expenditures and provides regular budget reports to the appropriate administrator; assists in resolving budget issues.
9. Prepares and presents available academic support services to the campus and the public; assists in the coordination of events and activities related to tutoring services.
10. Participates in the development and implementation of new programs; makes recommendations for activities to support learning; participates in a variety of committees related to student learning and instructional support services.



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11. Attends special events on and off campus related to tutoring and student learning strategies to promote academic support services; organizes, and distributes information related to tutoring services.
12. Checks out books, equipment, and related materials to students and faculty; maintains inventory of supplies; enters purchase requests; reports equipment malfunctions to supervisor and submits service requests as needed.
13. Collects, organizes, prepares, and maintains a variety of records, statistics, and reports related to tutoring services; prepares reports regarding total number of student hours and total number of tutor hours.
14. Provides information and responds to requests and inquiries from students, faculty, staff, and the public.
15. Performs other duties related to the primary job duties.

### **MINIMUM QUALIFICATIONS**

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*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **CORE COMPETENCIES:**

##### **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions\*\*

##### **Fact Finding**

- Obtaining facts and data pertaining to an issue or question
- Uses defined investigation and information search techniques

##### **Adaptability**

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

##### **Attention to Detail**

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*
- Applies skilled final touches on products

##### **Listening**

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately\*\*



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### **Using Technology**

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions \*\*
- Adds, improves, modifies, or develops features and functionality\*\*

### **Customer Focus**

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs \*\*

### **Reading Comprehension**

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information \*\*

### **Professional and Technical Expertise**

- Applying technical subject matter to the job \*\*
- Applies a mastery of knowledge and skill for performing across a wide range of technical or professional applications
- Possess recognized expertise outside of the organization\*\*

### **Self-Management**

- Follows through on instructions and assignments
- Self-directed and self-monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

### **Valuing Diversity**

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

*\*\*Lead, Advanced or Senior Level Positions*

### **Education and Experience Guidelines**

#### **Education/Training:**

- A Bachelor's degree from an accredited college or university



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### **Experience:**

- Two (2) years of responsible work experience including some experience in a tutoring environment or coordinating department activities.

### **EQUIVALENCY PROVISION:**

- In the absence of a Bachelor's degree from an accredited college or university, an Associate's degree or sixty (60) semester units and four (4) years of responsible work experience, including some experience in tutoring and coordinating department activities is qualifying.

### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office/tutorial center setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office/Tutorial Center 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 up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.