

Manager, Tutoring Center

Essential duties/responsibilities include but are not limited to the following:

Department Management: Tutoring Resource Center

- Oversees the Tutoring Resource Center and other related programs; ensures efficient operations, responds to facilities-related matters, and optimizes resources.
- Develops, recommends, and administers policies, procedures, and processes in support of departmental operations; implements and monitors compliance with approved policies, procedures, and processes. Ensures alignment and consistency with practices, procedures, and services across the College.
- Manages tutoring programming and services in collaboration with various College departments. Identifies programmatic needs. Assesses service delivery, quality, and effectiveness, and ensures coverage to meet demand.
 - Determine staffing requirements
 - Review application materials, select interviewees and conduct interviews
 - Ensure employees receive sufficient orientation and training
 - Schedule employees for work and assign tasks
 - Review employee work methods for effectiveness and adherence to established standards
 - Review employee record of time worked to verify accuracy. Approve or deny requests for time off, hours worked, etc.
 - Evaluate employee performance
 - Counsel and/or discipline employees relative to performance/conduct issues
 - Ensure effective communication of information to all employees
- Collects and analyzes a variety of complex data and information in various formats; performs needs assessment and modifies programming accordingly.
- Aligns department activities with College strategic plan and student success measures; determines and implements retention measures.
- Develop and maintain tutor training program to certify tutors.; conduct tutor training
- Assess and manage continuous quality improvement initiatives for the tutoring program
- Manage and monitor tutoring budget and project budgetary needs for subsequent budget cycles
- Provide information to faculty, staff and students regarding tutor program:
 - Conduct and/or arrange information sessions in classrooms
 - Serve as liaison to faculty
- Process, analyze and summarize information in order to ensure effective exchange of information in reports, correspondence, etc., both for and on behalf of the administration
- Conduct or attend meetings as needed or required.
- Participate on College committees
- Other duties as assigned

Qualifications:

Education: Bachelor's Degree in related field (English, Math, or Science is preferred)

Qualifications:

- Two (2) years of supervisory experience with demonstrated leadership ability preferred
- Experience within higher education setting desirable
- Excellent written and verbal communication skills including the ability to interact with students, faculty and staff. Effective and appropriate interactions with diverse populations, campus communities, and the general public
- Previous teaching experience in developmental reading, writing or mathematics preferred

**Review of Resumes to begin 1/22/24
and until filled
(Posted 1/8/24)**

North Central State College is a great place to work. We offer:

- Working hours to enhance your life:
From August through early May, we work 9-hour days, Monday through Thursday and 4-hours from home on Friday mornings.
From early May until the end of July, we work four 10-hour days, and get Fridays off.
- Choose between the School Employees Retirement System (SERS) and Alternative Retirement Plan (the College will match your contribution dollar for dollar).
- Free NC State tuition for you and your immediate family members.
- Advance your degree outside of the College with our Tuition Reimbursement program.
- Comprehensive health insurance plans are available for individuals and families that include medical, dental and vision benefits. Employee contributions, deductibles and annual out-of-pocket costs are low.
- Paid time off for vacation and personal time, paid holidays (12), and sick days.
- Employer paid life insurance and long-term disability insurance.
- And much more.



North Central State College

Please express your interest in this position by submitting a letter of application and resume:

www.ncstatecollege.edu/jobs

or send to:

NORTH CENTRAL STATE COLLEGE
Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906