

Manager, Tutoring Center

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

- Oversees the Tutoring Resource Center (TRC) and Testing Services; ensures efficient operations, responds to facilities-related matters, and optimizes resources.
- Identifies programmatic needs; assesses service delivery, quality, and effectiveness, and ensures coverage to meet demand.
- Manages tutoring programming and testing services in collaboration with various College departments.
- Sets goals and aligns programming and activities with College strategic plan and student success measures.
- Manages and monitors tutoring budget and project budgetary needs for subsequent budget cycles.
- Provides supervision and support to a team of student and professional tutors.
- Plans and implements recruitment efforts to attract viable applicants for tutor positions; coordinates and participates in the review, interview and hiring of TRC staff.
- Uses multiple channels of communication and engagement methods to inform faculty, staff and students of tutoring center services, programs and activities.
- Maintains College Reading and Learning Association (CRLA) membership and oversees and conducts CRLA training of tutors; identifies and provides additional tutor training as needed.
- Leads regular TRC staff meetings and individual meetings to ensure quality programming.
- Determines tutor schedules based on identified need, faculty input, data and budget; reviews timesheets for accuracy and approval.
- Manages and monitors online/virtual tutoring services.
- Conducts follow-up regarding early alerts and referrals for tutoring support and ensures timely outreach to students.
- Arranges and on occasion provides special topics workshops for students; develops materials and resources related to testing preparation and academic support.
- Utilizes tutoring software to maintain testing and tutoring schedules; maximizes use of system to manage center and track appointments/visits; provides reports (monthly, semesterly, yearly) on the utilization and effectiveness of tutoring and testing services.
- Manages administration of tests including, but not limited to, Accuplacer, ATI TEAS, Make-up Exams, and Non-NC State proctoring; serves as test proctor.
- Ensures high quality customer service and support.
- Conducts or attends meetings as needed or required.
- Participates on College committees.
- Other duties as assigned.

- Experience overseeing and leading academic tutoring programs/services, as well as relevant experience directly tutoring students preferred.
- Previous teaching experience in reading, writing or mathematics desirable.
- Experience within a higher education setting desirable (community college setting preferred).
- 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.

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

Competitive pay
Medical/Dental/Vision Insurance with low deductibles and low co-insurance
Employer contribution towards retirement: 14% for STRS participants; 11.09% for Alternative Retirement Plan participants
College paid life insurance
College paid long-term disability insurance
160 hours of vacation to start
120 hours of sick time/year
16 hours of personal time/year
12 holidays and 2 additional College paid days/year
Free tuition at the College for employee, spouse, and dependents
Tuition reimbursement outside the College for employees
And more!

**Review of Resumes to begin 9/9/24
 and until filled
 (Posted 8/26/24)**

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

Education: Bachelor's Degree in Education or related field.

Qualifications:

- Two (2) years of supervisory experience with demonstrated leadership ability preferred.