

# Job Description

Position Title: Learning Center Assistant Program Manager

Job Family: Instructional Support

Job Level: Supervisor

FLSA Status: Exempt

Salary Grade: 06

## Position Summary:

The Learning Center Assistant Program Manager supervises campus Learning Center operations which include tutoring services, study spaces, ASL (American Sign Language) Lab (in person and virtual), and computer commons in cooperation with other campus Learning Center Assistant Program Managers across the district as part of the College's Campus Learning Centers. Manages and supervises full and part-time staff to include hiring, training, supervising, and scheduling. Responsible for long-term planning and projects in support of Learning Center operations at a campus or virtual location. Plans, monitors, and maintains budget for location.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Supervises Learning Center staff and tutors, including online tutoring services, computer commons, and ASL lab. Prioritizes and assigns tasks, schedules staff and conducts performance evaluations. Oversees hiring, training, corrective action and termination processes.
2. Plans, markets, and coordinates services to students, faculty, college administration and the greater Pima community specific to their location and in coordination with other Learning Center Assistant Program Managers across the College.
3. Develops, plans, implements, and evaluates program objectives and goals of campus department and individual staff members.
4. Oversees data tracking and analysis for Campus Learning Center activities. Researches, compiles, and analyzes data. Prepares and reviews related reports and correspondence. Makes recommendation based on data and implements changes at campus location. Creates reports for Learning Center Manager.
5. Plans, implements, and monitors Learning Center activities. Coordinates with counterparts and other staff to ensure consistency across locations.
6. Collaborates and maintains relationships with other campus and district-wide departments, serves as representative for internal and external committees and task forces, performs student and faculty outreach.
7. Researches best practices, develops, implements and evaluates professional development and training programs in the Learning Center.
8. Tracks financial activity and campus Learning Center budget. Reviews financial transactions and other documents for accuracy and availability of funds. Ensure compliance with laws and college regulation and policies. Prepares financial documents as request for Learning Center Manager.
9. Oversees data tracking and analysis for learning center.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of principles and methods for promoting programs and services
2. Knowledge of project management principles
3. Skill in effective communication (both written and oral)
4. Skill in independent decision making
5. Skill in people leadership and supervision (manager and above)
6. Skill in positive, productive, and flexible customer service
7. Skill in problem solving
8. Skill in program development and process improvement
9. Skill in project management principles, processes, and techniques
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to develop and maintain effective and positive working relationships

## Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

### Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education or a closely related field of study required.
  - One (1) to Three (3) years of related experience required.
  - Three (3) to Five (5) years of related experience preferred.
  - One (1) to Three (3) years of supervisory experience preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License