

Job Description

Position Title: Supervisor, Learning Center

Job Group: Academic Affairs

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Non-Exempt

Position Summary:

The Supervisor, Learning Center performs a variety of functions. Manages requests for accessible textbooks, documents, captioned videos, and other educational materials. Updates and maintains databases and spreadsheets to record and track requests. Oversees work responsibilities of Lab Technicians. Contacts publishers and vendors for alternative educational materials. Maintains accessible materials to be distributed to students and faculty as needed.

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. Plans and manages some aspects of daily laboratory operations and provides technical assistance to faculty, staff, and students.
2. Supervises and participates in the development of program goals, objectives and activities.
3. Evaluates Center operations and activities for availability and effectiveness.
4. Plans, selects, coordinates, and recommends work procedures and facility changes and equipment needs to include: researches new products and technology; communicates with outside vendors; and makes recommendations for purchases.
5. Researches, creates, acquires, maintains, and distributes a variety of alternative educational materials.
6. Trains and supervises lab staff. Prioritizes and assigns work; conducts performance evaluations. Recommends hiring, disciplinary actions, and termination of staff.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills

7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

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.

- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

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

- Bachelor's degree in Education, Special Education or a closely related field of study preferred
- Three (3) to Five (5) years of related experience required.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- 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 a standard office 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 (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally 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:

- Pre-employment Background Check Required
- Some evening or weekend work hours