

## Director, Student Learning Services

**FLSA Status:** Exempt

**Pay Grade:** 23

**Job Title ID:** 12056

**Job Series/Job Family:** Student Support & Success Series / Student Recruitment & Success Family

### Reports To

Associate Vice President, Student Success

### Job Purpose

Supervises, plans and directs college wide operations of the on-campus Learning (Tutoring) Labs adequate and appropriate provision of tutoring services to students including those enrolled in Distance Learning. Oversees for the college the coordination and implementation of duplication services as specified by the designated contractor and supervises the work of the duplication staff assigned to HBC.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Supervises and coordinates the assignments given to Learning Lab Managers.
2. Ensures that Learning Lab (Tutoring) services provided to students are accessible; that procedures and services are standardized for all campuses; and that tutorial services are also provided for students enrolled in Distance Learning.
3. Coordinates development of all critical aspects of the budget for the Learning Labs and Central Duplication; and develops final budget recommendations based on college priorities.
4. Conducts annual assessments of tutoring and duplication services including customer satisfaction and program goal attainment.
5. Leads the Learning Lab managers and staff in collaborating with faculty to improve student learning outcomes.
6. Evaluates the work performance of staff.
7. Oversees that duplication services at campuses are accessible and efficient.
8. Assists the Office of Purchasing by monitoring and ascertaining that duplication services are provided as stipulated by the agreement with the Contractor.
9. Keeps the Director of Purchasing informed regarding changes to the status of services.
10. Conducts regular meetings with Campus Manager representatives and Central duplication staff to track that Contractor services are provided in a timely manner and are delivered as described under the current agreement and that communication with the end-users is adequately maintained.
11. Ensures that Learning Labs, Distance Learning tutoring services, and Duplication keep pace with emerging technology wherever it may improve delivery of services that are being provided.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Understanding of accepted pedagogical/tutoring principles.
- Commitment to community college philosophy and mission.
- Effective leadership and ethics techniques, including Servant-Leadership principles.
- Budget preparation, bid and purchasing procedures, and expense control.

- Supervisory principles, practices, and methods.

### **Skills**

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Maintaining confidentiality of work related information and materials.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Working in a collaborative manner with diverse constituencies.
- Working effectively with a diverse and multi-cultural student body and staff.
- Handling multiple projects and meeting deadlines and adapting to changing work priorities.
- Project planning, development and implementation.
- Presenting information and summary reports internally and to the public.
- Effectively supervising, leading, and delegating tasks and authority.
- Preparing budgets and monitoring the disbursement of funds.

### **Computer Skills**

#### **Required**

- Demonstrated proficiency using standard office software applications.

### **Physical Requirements**

#### **Required**

- Work is performed in a standard office environment.
- Subject to standing, walking, sitting, and bending.

### **Work Experience**

#### **Required**

- Two years experience in an educational setting working in student services or an academic area.

#### **Preferred**

- Two years work experience in an educational setting as a supervisor.

### **Education**

#### **Required**

- Master's degree.

### **Other**

#### **Required**

- Reliable transportation for college district area travel.

### **Safety**

#### **Required**

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.