

Manager, Learning Lab

FLSA Status: Exempt

Pay Grade: 16

Job Title ID: 12354

Job Series/Job Family: Student Support & Success Series / Student Learning Services Family

Reports To

Director, Student Learning Services

Job Purpose

To manage Learning Lab services for campus and designated teaching sites including tutoring and computer labs and related activities, fiscal resources and personnel; acts as a liaison to other instructional divisions.

Description of Duties and Tasks

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

Required

1. Coordinates Learning Lab services, technologies, and activities for a campus including individual and group tutorial services, study groups, supplemental instruction, in-class study skills, and other presentations, individual learning plans for students removed from developmental classes, instructional workshops, and whole-class and individual computer lab usage.
2. Hires, supervises, trains, and evaluates Learning Lab staff including hourly professionals, peer tutors, computer technicians, staffing table tutoring personnel, and work-study students.
3. Researches, develops, and designs best-practice based tutorial services, curricula, strategies, methods, and programs with or without the use of technology to augment, supplement, and assist academic departments and work force programs and their students.
4. Serves as technical and operational liaison to all instructional departments and divisions supported by the Learning Lab.
5. Promotes and advertises Learning Lab services to students, faculty, and staff.
6. Develops, tracks, and maintains the departmental budget; researches, evaluates, and approves all purchases and expenditures; prioritizes services and purchases based on instructional needs and budgetary limitations; seeks alternate sources of funding such as Perkins Grants, TRIO Grant, etc.
7. Maintains all departmental records and submits compliance reports as required.
8. Oversees the operation and maintenance of the Local Area Network (LAN) for tutorial and instructional divisions supported by the Learning Labs; coordinates the design and update of the Learning Lab website.
9. Oversees computer classrooms, open computer labs, and productivity software used by departments supported by the Learning Lab; gathers, analyzes, and disseminates data on Learning Lab usage as well as student satisfaction with services.
10. Anticipates and proactively plans for changes in programs and services; writes and develops plans to meet goals and objectives of the department.
11. Collaborates with the Office for Students with Disabilities (OSD) and Student Services counselors to provide assistance and adaptive technology, equipment, and learning support.

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

- Learning Lab services, technology, and equipment.

- Individual and group tutorial services.
- Alternative funding sources.
- Supervisory principles, practices, and methods.
- Tutorial curricula, strategies, methods, and programs.

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 an established work schedule.
- Maintaining confidentiality of work related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Coordinating Learning Lab services and activities.
- Researching and designing tutorial curricula, strategies, and programs.
- Developing and maintaining departmental budgets and seeking alternative funding sources.
- Serving as a technical liaison in relation to Learning Lab services.
- Effectively supervising, leading, and delegating tasks and authority.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 20 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in an office environment.

Work Experience

Required

- Three years related work experience including one year supervisory experience.

Preferred

-

Education

Required

- Bachelor's degree.

Preferred

- Master's degree.

Other

Preferred

- Knowledge of LAN operations.

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.