

STUDENT SERVICES TUTORIAL TECHNICIAN

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a variety of specialized administrative duties involving the analysis and identification of students' needs; assists the supervisor with administrative matters which may require the use of independent judgment; serves as the initial contact for Extended Opportunity Programs and Services (EOPS) students within the Power Center.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Organizes and maintains the activities and workflow of an assigned office to ensure efficient and effective day-to-day operations; coordinates and distributes a variety of correspondence and communications, as needed; assists the assigned administrator or department manager as directed. *
2. Performs a variety of specialized functions to support the administrator or manager within the area of assignment; interprets and applies rules and regulations as appropriate; maintains issues of a confidential nature. *
3. Researches, gathers, compiles, and extracts data to prepare and generate standard and ad-hoc statistical and narrative reports; provides input and verifies data to determine accuracy, completeness, and compliance with established procedures. *
4. Composes and prepares correspondence, memoranda, meeting minutes, confidential materials, spreadsheets, financials, and reports from oral and written instruction; updates and maintains a variety of records, files, file sharing, and filing systems. *
5. Provides training and work direction to student assistants, student workers, and short-term, temporary staff; ensures on-going quality of the tutor program through monitoring and reviewing the performance of tutors. *
6. Recommends and implements policies and procedures related to the hiring and supervision of tutors; recruits, interviews, hires, motivates, and maintains the day-to-day assignments of tutors. *
7. Monitors participation and progress of program participants; reviews program data to identify any possible need for intervention. *
8. Assists in the identification of courses, instructors, and room utilization for supplemental-instruction projects. *
9. Operates a computer to access software programs, applications, and databases to perform a variety of administrative tasks including but not limited to data entry, access email, District announcements, program systems, and electronic records, files, file sharing, and filing systems; utilizes Zoom and/or online web services to schedule and participate in meetings. *
10. Provides recommendations to improve the efficiency and effectiveness of department operations; participates in research and/or design writing teams to acquire supplementary

grants and funds. *

11. Maintains current knowledge of rules, regulations, guidelines, and current practices related to the EOPS program and operation of the Power Center; may attend and participate a variety of meetings, conferences, workshops, trainings, and/or professional organizations to enhance knowledge of available programs for identified and qualified students, as needed. *
12. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
13. Provides training and work direction to student assistants, student workers, and/or short-term, temporary staff.
14. May serve on a variety of District committees as requested.
15. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree* with coursework in social science, education, counseling, or related discipline; **AND**
- Two (2) years of work experience providing administrative support to student programs and/or educational resources.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Three (3) years of experience supporting a student services department or program.
- Experience working in an educational environment within the area of student services involving frequent student contact.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Theories and practice related to the operation of a tutorial center.
- Principles and practices of special event coordination and marketing techniques.
- Social, cultural, and recreational programs of the District.
- Policies and procedures related to the Student Code of Conduct.
- Student government and leadership.
- Methods and techniques in working with current and prospective students.
- Interpersonal skills using tact, patience, and courtesy.

- Effective communication skills, both verbal and written.
- Proper spoken and written English usage.
- Proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing various forms of correspondence and communications.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Modern office practices, procedures, methods, and techniques.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Learn, interpret, and apply the rules, regulations, policies, and procedures related to student services, events, and activities.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Department and/or program policies and procedures related to the area of assignment.
- Utilize interpersonal skills using tact, patience, and courtesy.
- Provide pertinent information and guidance related to the Power Center.
- Maintain and arrange for repair or maintenance of various office equipment.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Plan, organize, and conduct group functions, meetings, and events.
- Extract, compile, organize, and analyze statistical data.
- Work confidentially with discretion.
- Understand the scope of authority in making independent decisions.
- Review and analyze situations accurately to determine appropriate action according to established guidelines.
- Interpret and apply the rules, regulations, policies, and procedures related to student clubs, events, activities, and services.
- Collaborate with others to develop services, events, and activities related to the area of assignment.
- Greet and provide information or direction to the public, faculty, students, and staff respectfully.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Perform administrative activities of simple to moderately difficulty with speed and accuracy.
- Operate computers, computer software and applications, computer hardware, and peripheral equipment.
- Update and maintain record keeping, filing, file sharing, and filing systems.
- Complete work assignments according to established timelines.
- Update, maintain, and follow schedules and calendars.

- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing, and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate sensitivity to and respect for diverse populations.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations.

Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift

and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

May be required to work a schedule involving evenings and weekends.

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.