PAOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Teaching and Learning Center Assistant (Bilingual English-Spanish)

Department: Languages and Literature

Staff Category: Classified

FLSA Status: Non-exempt

Salay Range: 20

Supervision Received From: Supervisor, Teaching and Learning Center

Original Date: October, 2013

Supervision Given: N/A

Last Revision: October, 2013

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY:

Responsible for assisting the Supervisor, Teaching and Learning Center; First-Year Experience Coordinator; Faculty Resource Coordinator; and assigned faculty in the provision of materials, supplies, equipment, and related technical, logistical, and administrative support within the Teaching and Learning Centers, First-Year Experience Program, Summer Bridge, Learning Communities; providing assistance to students, tutors, and instructors through information, resources, and activities in the assigned programs; and performing a variety of clerical functions and instructional and student support services relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS:

The Teaching and Learning Center Assistant is distinguished from instructional support classifications by its support for Teaching and Learning Center program activities, and from the Teaching and Learning Center Specialist classification for its provision of technical and logistical support of Teaching and Learning Center faculty and staff. Receives primary supervision from the Supervisor, Teaching and Learning Center and additional direction from assigned faculty.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Assists in the oversight and coordination of program registration, outreach, and student and instructional support services for assigned programs.

2. Provides logistical support for assigned programs including assisting with the planning, preparation, implementation, and presentation of workshops, orientations, trainings, and events for assigned students and their families; coordinates room reservations; prepares invitations and event announcements; coordinates attendee registration and parking; researches event and activity costs.

3. Provides instructional support to assigned program instructors, including assisting in the preparation of instructor packets, handouts, manuals, and procedures relevant to assigned programs.

4. Assists students in completing various forms and applications; conducts student orientations and presentations to provide information on assigned program services; refers students to appropriate College or community resources as needed; schedules counseling appointments using integrated appointment scheduling software.
5. Interprets, applies, and explains rules, regulations, policies, and procedures relevant to the College and assigned programs to students, faculty, staff, and the general public; serves as a liaison to the other College tutoring centers.

6. Reviews, monitors, and processes program applications, attendance records, surveys, and completion requirements; prepares, maintains, and updates rosters, applications, and class and placement reports.

7. Performs a variety of data entry and retrieval functions; assists in developing databases for assigned programs; enters, modifies, retrieves, and runs reports in program databases.

8. Provides assistance to students and staff in the operation of assigned program equipment, software, and integrated database systems; researches technical issues and submits help desk work orders; coordinates the use and delivery of audio-visual and computer equipment for instructors and program events and activities.

9. Assists in the recruitment, training, and oversight of assigned program mentors; assists in the scheduling, training, and tracking of hours worked by assigned program tutors.

10. Oversees the checkout process of instructional equipment and reserved textbook materials to students, faculty and staff.

11. Performs a variety of clerical tasks supporting assigned programs; provides front desk support; greets guests; answers telephone; performs copying, mailing, and filing projects; maintains accurate and confidential student files.

12. Maintains inventory of office supplies and instructional and computer equipment; orders supplies and requests repairs and replacement as needed.

13. Researches and resolves complaints and problems, referring issues beyond the position’s scope of responsibility to the supervisor and assigned faculty as appropriate.

14. Assists in the development of promotional materials, including social media, for outreach and recruitment efforts, as well as program events and activities; assists in the distribution of materials to on-campus and off-site locations.

15. Composes and assists with the translation of documents for assigned programs into Spanish or English; translates and interprets for students, College employees, and the community.

16. In conjunction with other program staff, assists in the planning, coordinating, and monitoring of the activities, functions, and services of assigned programs, including assisting in the development and maintenance of printed procedures and operations manuals for assigned programs.

17. Maintains and updates calendars for assigned programs including scheduling room reservations, events, and activities.

18. Coordinates program activities in the absence of higher level employees.

**Marginal Functions:**

1. Attends and participates in various staff and faculty meetings as required.

2. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**
1. Operations, services, activities, policies, and procedures applicable to assigned areas of responsibility.
2. Modern secretarial and administrative support techniques.
3. A variety of college-level information, services, policies, and procedures within an area similar to those of the assignment.
4. Principles, practices and applications of marketing and public relations, including event planning.
5. Methods and techniques of student outreach.
6. Correct English and Spanish usage, including oral and written spelling, grammar, and punctuation.
7. Modern office procedures, methods, and equipment including computers and associated software.
8. Intermediate use of word processing, spreadsheet, database, and other standard office software to create documents and materials.
9. Basic operations of audio-visual equipment utilized in an instructional setting.
10. Methods and techniques of public speaking.
11. Principles and procedures of recordkeeping.
12. Basic mathematical principles.
13. Pertinent Federal, State and local codes, laws, and regulations, including terminology and processes applicable to areas of assigned responsibility.

**Skill in:**

1. Assisting in the provision of materials, supplies, and related technical and logistical support in an educational setting.
2. Developing outreach and marketing materials.
3. Promoting outreach programs and related activities.
4. Formatting, proofreading, and preparing a variety of written materials.
5. Maintaining accurate and complete records.
6. Speaking, reading, and writing fluently in English and Spanish.
7. Operating office equipment including computers and supporting word processing, spreadsheet, database, and other standard office applications and integrated database systems.
8. Speaking before large groups.
9. Communicating clearly and concisely, both orally and in writing.
10. Typing at a speed necessary for successful job performance.
11. Responding to difficult requests from students, faculty, staff, and the public.
12. Establishing and maintaining effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**
Three years of increasingly responsible experience in providing instructional and program support to students and faculty in an academic setting; one year of increasingly responsible administrative support experience; fluency in speaking, reading, and writing Spanish.

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by college-level coursework in education or a field related to the responsibilities of the position.

**Licenses/Certificates:**

Possession of, or ability to obtain, an appropriate, valid driver's license by time of appointment.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise and electrical energy.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time; visual acuity for creating computer-generated work to read printed materials; occasional travel to other locations.