



## **Educational Assistant - Learning Services Assistant/SNAP Coordinator**

**Full Time/ 35 hrs/week Anticipated Start Date: July 5, 2019**

### **Position Purpose**

The Learning Services Assistant/SNAP Coordinator provides a full range of academic services including: placement testing; tutoring and lab assistance; special examinations; computer-based instruction; supervision of peer tutors and coordination of the SNAP program.

### **Supervisory and Other Relationships**

The Assistant works under the direction of the Director of Learning Services. The position directs the work of student workers in providing testing and tutoring. The Learning Services Assistant delivers some direct tutoring services as well. The position has extensive collaborative relationships with academic, professional and administrative people within the College, system and professional associations. This position is also responsible for the coordination of the SNAP program.

### **Major Accountabilities**

- Service delivery
- Training, development and direction of student workers
- SNAP program coordination, planning, development and budget management
- Tutorial assistance to students

### **Examples of Essential Duties and Accountabilities:**

A. **Service delivery:** The Learning Services Assistant is accountable for the effective and efficient delivery of learning assistance services to the College's students. This accountability includes such essential tasks as:

1. Assisting and participating in the operation of the College's Learning Center;
2. Providing a program of tutoring and lab assistance for students requiring such support;
3. Providing the installation, operation and evaluation of computer-based courseware to provide for students' supplemental instruction;
4. Assisting and participating in advisement to students on test results and may recommend course assignment;
5. Installation and monitoring of computer assessment, CLEP and DANTES testing;
6. Training the Academic Support Services Assistant on new programs and software and online learning assistance;
7. Creating and maintaining databases.

### **B. Training, development and direction of student workers:**

1. Recruiting, selecting, or recommending selection of, appropriately qualified student workers for the learning assistance function with the constraints of fiscal and compensation policy;
2. Planning, developing and facilitating training and staff development of assigned student workers to assure their continuing competencies;
3. Providing direction to assigned students to assure their effective and efficient performance.

**C. SNAP program coordination, planning, development and budget management:**

1. Administers all aspects of grant with minimal supervision.
2. Works with area Department of Social Service office to identify potential candidates for available programs.
3. Develops marketing materials to inform this population of the grant and training opportunities available at the college.
4. Distributes informational material to municipalities, and interested parties in the service area.
5. Provides presentations to small groups and individuals, as needed.
6. Screens candidates for eligibility for the grant program, assesses abilities, educational level and potential barriers.
7. Provides individual career coaching throughout the training and job-seeking phases of the SNAP program.
8. Maintains confidentiality of all personal and financial knowledge of clients.
9. Collaborates with Enrollment Services and the Business Office to ensure that the clients are registered in a timely fashion.
10. Assists client with enrollment process, health forms, uniforms, supplies, etc.
11. Responsible for ensuring that each student has a textbook.
12. Meets with SNAP participants on a regular basis to discuss attendance and progress in the course.
13. Maintains a confidential file on each participant with a narrative of all contacts.
14. Develops and maintains a spreadsheet of grant awardees and documents progress.
15. Surveys students three months after completion of their training.
16. Submits reports monthly, quarterly and annually throughout the grant cycle.
17. Any additional duties as directed by supervisor to fulfill the grant deliverables.

**D. Tutorial assistance to students:** The Learning Services Assistant is accountable for contributing to assigned students' successful learning experience by providing instruction and guidance in their use of the assigned labs. This accountability includes such essential tasks as:

1. Providing individual and group tutoring in the use of materials, software and internet sources;
2. Assisting students in carrying out assignments, including giving supplemental instruction in the academic discipline being applied;
3. Overseeing and guiding assigned student workers in their assistance to students and operation of learning center equipment;
4. Observing and providing information to Learning Center Coordinator/Director on student performance and on those requiring special faculty instruction;
5. Proctoring student exams.

**Professional Participation and Development:**

In addition to the accountabilities listed above, the Learning Services Assistant is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

All of these duties may involve attendance at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies. In addition the incumbent is required to maintain strict confidentiality of student records and other materials or information of a confidential nature.

### **Qualifications:**

Incumbents are required to have demonstrated knowledge and abilities in the following areas:

- Tutoring strategies and techniques;
- Familiarity with physical and learning disabilities;
- Remedial, developmental and adult education methods and techniques;
- Computer-based and multi-media instructional technology, including information technology literacy skills;
- Supervision of staff;
- Budget management;
- Oral and written communication.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field, together with one to two years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

### **Work Environment:**

Position incumbents perform most of their work in the Learning Center. Incumbents may stand and walk for a substantial portion of work days in addition to sitting at work stations or computers. Incumbents are required to use intellectual skills involving thinking, analyzing, instructing and interacting with others in a helpful way. They use office equipment such as personal computers involving fine motor skills and requiring visual ability to see computer monitors and to read written materials. Incumbents may lift and move books, magazines and audio-visual equipment which may weigh several pounds. Normally, travel is not required except for attendance at regional or central meetings and conferences.

**Salary:** \$47,390 per year (CCP 14) plus a full State of Connecticut benefits package

**APPLICATION DEADLINE: May 3, 2019**

**APPLICATION PROCEDURE:** E-mail a completed Community College Application (found at <http://www.ct.edu/files/pdfs/Employment-Application.pdf>), a current résumé, cover letter, and unofficial transcript(s) to: Stephanie Wilcox, Human Resources Assistant – [swilcox@qvmc.edu](mailto:swilcox@qvmc.edu).

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