

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## **Tutoring and Testing Center Administrator**

### **POSITION OVERVIEW**

Reporting to the Accessibility and Academic Support Coordinator, this role is responsible for managing the Center for Student Success's tutoring operations including: recruiting, hiring, and training; scheduling, and payroll for tutors; scheduling and advertising tutoring services; appropriately assigning one-on-one tutoring based on students' needs and tutors' qualifications; working collaboratively with Academy faculty to ensure that tutoring services appropriately address and adapt to the curriculum and to student needs; keeping detailed records of all tutoring services; and contributing to planning of services for future semesters.

This position is also tasked with test proctoring, specifically during the latter part of each workday, and must work effectively and cooperatively with other staff to ensure coverage of all exams for students testing at the Center for Student Success.

The employee performs administrative duties within well-defined procedures with occasional non-routine assignments. Judgment and initiative are routinely exercised, and strong professional verbal and written communication skills, outstanding internal and external customer service, and discretion and confidentiality are required. Must be able to simultaneously handle the diverse facets of the job description while maintaining strict attention to detail.

To meet the needs of the department, the work schedule for this position will typically include evening hours; for example, the semester schedule may be Monday through Friday, 9 a.m. to 5:30 p.m., or 9:30 a.m. to 6 p.m. (Intersession work hours will follow a standard 8 a.m. to 4:30 p.m. schedule.)

### **DUTIES INCLUDE:**

#### Tutoring Support

- Fulfills requests (as many as 20+ per week) for individual peer tutoring as needed, carefully evaluating the peer tutor pool and closely considering the needs of each student requesting tutoring.
- Accurately tracks tutor assignments and hours worked for approximately 75-140 concurrent tutoring assignments per semester for reporting, analysis, feedback, and payroll verification.
- Solicits faculty recommendations for prospective student (peer) tutors routinely and as needed.

- Maintains an up-to-date database of eligible tutors.
- Assists the Coordinator with scheduling coverage of the three drop-in help sessions (Math/Physics Center, Writing Center, and NavLab), including communicating with students to find replacement Tutors should students be unable to work their shifts.
- May coordinate recruitment and scheduling of faculty tutors as needed.
- Promotes campus-wide awareness of tutoring services through efforts such as creation of flyers and communication with students and faculty.
- Conducts user satisfaction surveys to assess the effectiveness of the tutoring program under the direction of the Coordinator.
- Works cooperatively with Academy faculty to ensure that tutoring services effectively address the Academy's curriculum and the needs of its students, meeting and/or communicating with faculty and staff as needed.
- Works closely with staff in areas such as Athletics and the Regiment to ensure that tutoring services are meeting the needs of specific student populations.
- Under the direction of the Coordinator, participates in ongoing professional training as needed.

### Testing Center and Accessibility Services Support

- Effectively communicates and ensures student and faculty adherence to the Testing Center's policies and procedures, including, but not limited to, those involving scheduling requirements and the use of the Exam Transmittal Form. (Must be able to ensure compliance with these procedures while maintaining a high level of customer service.)
- Provides exam proctoring when the Testing Center Administrator is not on duty (for as many as 40+ tests per day) in compliance with all Testing Center policies:
  - Communicates with students to schedule each exam and quiz.
  - Communicates with faculty to obtain, proctor, scan, and return each exam in accordance with faculty instructions and Center procedures.
  - Maintains accurate records of student testing appointments and exam start and end times.
  - Documents a chain of custody for all exams received, returned, and destroyed.
  - Ensures that students are adhering to Center policies and Academic Honesty standards by making sure that any items not permitted during testing (phones, headphones, unauthorized notes, etc.) are secured prior to students' testing.
  - Closely monitors camera feeds covering all areas of the Testing Center at all times when testing is in progress, while simultaneously performing the other responsibilities of the position.
- Facilitates academic accommodations for students as needed (such as: creating large-print exams, assisting students with proofreading exam answer sheets, obtaining and/or producing alternative course materials), based on each student's specific accommodation(s), during testing and otherwise.
- May coordinate note-taking accommodations by recruiting volunteer (student) note takers and by receiving and distributing notes to eligible student recipients.

### Additional Responsibilities:

- Receives, prepares, and distributes Academic Alerts (using Canvas and Dropout Detective) to students, faculty and allies; maintains logs of Academic Alerts for recordkeeping purposes.
- Provides input and assistance with the PFD program as needed.
- Contributes to the Academy's retention efforts as needed under the direction of the Coordinator (may include committee participation).

- Assists the Coordinator with new student outreach to determine accessibility needs of incoming students and to advertise the Center's services; may require preparing mailings or online forms.
- May represent the Center at campus events, such as New Student Orientation, and through appearances in courses such as First Year Experience and Personal Development, or at faculty meetings, under the direction of the Coordinator.
- Provides support for Library services as needed under the direction of Library staff.

## **SKILLS**

- Strong interpersonal, verbal, and written communication skills.
- Ability to work professionally with students, faculty, staff, and college administration.
- Ability to professionally and proactively ensure adherence to departmental policies.
- Ability to maintain strict confidentiality of student information and document chain of custody.
- Professional, positive, and approachable attitude.
- Excellent organizational skills, including ability to multi-task, handle a high volume of work at peak testing times, meet deadlines, and prioritize assignments.
- Ability to work both independently and as part of a team.

## **REQUIREMENTS**

- Bachelor's degree preferred; high school diploma required.
- Strong computer skills using a Windows-based operating system, specifically Word, Excel, email, and internet software.
  - Ability to quickly learn new software, including Canvas and Dropout Detective as well as accommodations- and tutoring-specific scheduling and management software.
- Ability to work occasional evening hours, nights and weekends in support of Academic Services workload and related campus events.
- Experience facilitating tutoring or testing services and/or academic accommodations strongly preferred.

## **PHYSICAL/ENVIRONMENTAL FACTORS**

- While the job is generally sedentary, climbing stairs in the Buoy House and occasionally working in other campus locations is required.
- Frequent use of keyboard and computer screen.
- Occasionally lift and move up to 30 pounds.