

Testing Center and Tutoring Assistant

POSITION OVERVIEW

Reporting to the Director of the Center for Student Success, the employee performs administrative duties within well-defined procedures with occasional non-routine assignments during the MMA academic year. 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.

DUTIES INCLUDE:

Accessibility Services Support

- Provides exam proctoring on an as-needed basis (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 Buoy House procedures.
 - documents a chain of custody for all exams received, returned, and destroyed.
 - closely monitors camera feeds covering all areas of the Testing Center at all times while testing is in progress, while simultaneously performing the other responsibilities of the position.
- Facilitates 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).
- May coordinate note-taking accommodations by recruiting volunteer (student) note takers and by receiving and distributing notes to eligible student recipients.

Academic Services Support

- Fulfills requests (as many as 20 per week) for individual peer tutoring as needed by evaluating peer tutor pool and closely considering the needs of each student requesting tutoring.
- Tracks tutor assignments and hours worked for approximately 75-140 concurrent tutoring assignments per semester for reporting, analysis, feedback, and payroll verification.
- May solicit faculty recommendations for prospective student (peer) tutors.
- Maintains a database of eligible tutors.
- Assists Coordinator with scheduling coverage of the three drop-in help sessions (Math/Physics Center, Writing Center, NavLab), including communicating with students to find replacement Tutors should students be unable to work their shift.
- Assists with conducting user satisfaction surveys to assess the tutoring program.
- Receives, prepares, and distributes Academic Alerts (using Canvas and Dropout Detective) to students and allies; maintains logs of Academic Alerts for recordkeeping purposes.
- Provides assistance with the PFD program as needed.
- May provide limited, short-term additional assistance with projects in other departments within the Academic division as needed/as time allows.

SKILLS

- Strong interpersonal, verbal, and written communication skills.
- Ability to work professionally with students, faculty, staff, and college administration, and to maintain confidentiality of information.
- 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.

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.