



SHORELINE COMMUNITY COLLEGE
invites applications for the position of:

**Admin/Exempt - Manager of Tutoring &
Academic Support**

SALARY:	\$4,166.67 - \$4,583.33 Monthly \$50,000.00 - \$55,000.00 Annually
OPENING DATE:	01/20/16
CLOSING DATE:	02/07/16 11:59 PM

JOB SUMMARY:

The Manager of Tutoring and Academic Support provides strategic direction and leadership to the one-on-one tutoring program on campus and demonstrates support for the implementation of revised and streamlined tutoring functions at the College. This position also oversees tutoring functions in the College's accounting, biology/chemistry, business technology, physics and visual communications technology learning centers and collaborates with other learning centers on campus. This position manages program assessment, design, implementation and strategic direction for the unit.

Responsibilities include:

- Provide administrative management to the tutoring support services on campus, including the development/management of program guidelines/protocol
- Facilitate student tutoring requests and manage multiple learning centers to ensure consistency in services
- Manage and supervise staff; recruit, train, coach and assure performance, building an effective team that is responsible to the needs of the College and unit
- Manage the applicable provisions of negotiated employees' collective bargaining agreements
- Develop, direct, and monitor the implementation of goals, objectives, policies, procedures and work standards, assuring legal requirements and College/unit mission requirements are met
- Prepare and administer tutoring services budgets, including determination of staffing and operational requirements; approve and monitor expenditures and coordinate shared funding
- Prioritize and allocate resources; review and evaluate unit services, ensuring quality delivery
- Prepare and/or direct the preparation of a variety of written correspondence, reports, procedures, and other materials; direct the maintenance of working and office unit files
- Administer and interpret College policies and procedures; resolve issues, resulting in mutual respect and tolerance for varying points of view
- Attend department meetings and conferences ensuring unit needs and concerns are accurately represented.
- Serve on the management team for the Associate Dean; attend meetings and conferences ensuring unit needs and concerns are accurately represented

- Keep current with laws, regulations and technology that may affect unit operations; implement policy and procedural changes as required
- Promote an environment supportive of the College's mission and vision
- Perform other duties as assigned of a similar nature or level

QUALIFICATIONS:

REQUIRED EDUCATION & EXPERIENCE:

- Bachelor's degree in a related field
- Three (3) years of supervisory/administrative experience in a related field OR equivalent education/experience

PREFERRED EDUCATION & EXPERIENCE:

- Master's degree in related field
- Experience working in a higher education setting
- Experience tutoring or teaching

KNOWLEDGE OF:

- Microsoft Office applications such as Word, Excel, Outlook, Access, web-based research/info systems, and electronic record keeping systems
- Techniques for effective presentation and communication in a multicultural environment
- Budgeting principles and practices; applicable laws, rules, ordinances, and regulations
- Leadership/managerial principles, including the principles and practices of effective supervision
- Operations, principles, best practices, and activities of an effective tutoring program

SKILL IN:

- Contributing to equity and inclusion by fostering a climate of multicultural understanding and awareness
- Applying theories, principles and procedures throughout the work of tutoring services in compliance with the College's strategic plan
- Providing leadership; motivating staff and colleagues; and supervisor/evaluating staff
- Establishing and maintaining effective working relationships at all organizational levels
- Time management and multi-tasking; developing/managing departmental activities
- Making effective presentations, preparing clear and concise communication materials
- Handling difficult and sensitive situations, using sound independent judgment within policy and legal guidelines; interpreting applicable laws/regulations/policies
- Effectively communicating (orally and listening) with individuals at all levels inside and/or outside of the College

CONDITIONS OF EMPLOYMENT:

PHYSICAL WORK ENVIRONMENT:

Ability to work in a standard office setting, use standard office equipment and physically attend meetings both on and off campus, ability to communicate in person or through appropriate means. Ability to work weekends and evenings when appropriate or needed is required.

TERMS OF EMPLOYMENT/SALARY:

This is a full-time administrative/exempt annually contracted position with initial salary placement

determined by the College dependent upon education/experience. Hiring of this position is contingent upon available funding as determined by the College President.

OTHER CONDITIONS:

In compliance with the Immigration and Nationality Act, proof of authorization to work in the United States will be required at the time of hire. Other conditions that may apply will be detailed upon the offer of employment. This position is overtime exempt.

REQUIRED MATERIALS:

To be considered for this position, please submit the following:

- NEOGOV online application/profile
- Supplemental Questions
- Letter of interest addressing each qualification
- Current resume
- Unofficial Transcripts documenting highest degree (official required upon hire)

Please Note: Once application materials have been submitted, you may not modify the application.

Shoreline is a comprehensive community college offering excellent academic, professional/technical and work force training programs to meet the lifelong learning needs of its global community. Located on 83 acres just 10 miles north of downtown Seattle, Shoreline is situated among native evergreens with a campus full of brilliant colors during spring, summer and fall seasons. The surrounding areas, known nationally for their recreational and cultural opportunities, add to the diversity of academic life for each student and employee at the College.

The College is committed to an environment which reflects our pluralistic society. Shoreline provides equal opportunity in education and employment and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, gender, sexual orientation or disability. Persons with disabilities needing assistance in the application process may call the Human Resources office at 206-546-4769 or TTY at 206-546-4520.

Shoreline Community College maintains a smoke-free/ drug-free work environment.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.shoreline.edu/hr/default.aspx>

Position #00MTU
ADMIN/EXEMPT - MANAGER OF TUTORING & ACADEMIC
SUPPORT
AK

16101 Greenwood Avenue North
Shoreline, WA 98133
(206) 546-4694

scchr@shoreline.edu

Admin/Exempt - Manager of Tutoring & Academic Support Supplemental Questionnaire

- * 1. Describe how your prior experience has prepared you to hire, train and support tutors.
- * 2. What is your experience in managing and resolving customer/student complaints?
- * 3. Describe your experience managing budgets.
- * Required Question

