

College of the Redwoods

Position Description

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| Position: Instructional Support Specialist III | Position Number: |
| Department: Learning Resource Center - Academic Support Center | FLSA: Non-exempt |
| Reports to: Director of the Learning Resource Center | Salary Grade: 116 |

Summary

Performs technical, clerical and paraprofessional duties in connection with placement testing, test proctoring, and tutoring. Maintains statistics and prepares monthly reports of the same, as required. Provides outreach services and activities related to placement assessment, testing, tutoring. This position may provide technical assistance and information to students, staff and the public regarding testing and tutoring services offered by the College.

Essential Duties and Responsibilities

- Provides work direction for student helpers, work study students, tutors, and temporary staff. Coordinates work schedules to insure coverage. Orients new staff to the procedures and policies of the Center.
- Assists in the processing of student placement tests and distance testing. Responds to requests from other educational institutions and agencies involving the verification of student testing at a distance.
- Assists as requested with the processes and activities related to assessment placement, testing and tutoring.
- Works with students individually or in class sized groups to test or enhance their learning.
- Instructs students on the correct ways to complete forms and applications. Explains the applications, requirements and restrictions. Reviews completed forms for accuracy and completeness.
- Provides assistance and information to students, faculty and staff regarding placement testing, tutoring and test proctoring.
- Maintains applicable student records to assure accuracy.
- Performs routine clerical and record keeping duties.
- Answers telephones and provides information and assistance as required.
- Performs other duties as assigned that support the overall objective of the position.

▪ **Knowledge and Skills**

The position requires knowledge of the theory, principles, practices, procedures, and techniques for adult learning styles and college level subject areas (e.g., accounting, sciences, languages, skilled trades, and writing). Requires in-depth knowledge of instructional methods and techniques, including the use of alternate learning delivery and media. Requires sufficient reading, math, and writing skills to perform individual and small group tutoring. Requires sufficient human relations skill to facilitate learning with small groups and to convey technical concepts to others. Requires sensitivity to the needs and needs and behavior of student of various ethnic, racial and cultural backgrounds.

- **Abilities**

Requires the ability to carry out the responsibilities of the position including deliver instruction to small groups, design and set up learning exercises in multiple media, simulations, and tests, as well as student projects. Requires the ability to assess student learning styles and abilities. Requires the ability to instruct students in the use of instruction support equipment and programs. Requires the ability to perform routine record keeping and report writing duties. Must be able to organize and prioritize work and manage time effectively. Must be able to communicate in both formal and informal setting with students, instructors, and other interested parties. Must be able to coordinate the activities of work study students.

- **Physical Abilities**

Requires sufficient ambulatory to move to work stations. Requires good arm, hand, finger dexterity in order to use a personal computer keyboard and other office equipment, or specialized work equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings. Requires visual acuity to read numbers and words and to observe students perform tests and assignments.

- **Education and Experience**

The position requires a Bachelors degree in a human development area or the subject being supported, or be considered as a master-level trades specialist (e.g., Associates degree and 4 years of experience) as evidenced through certifications and professional competency. The position requires two years' experience supporting college-level instruction.

- **Licenses and Certificates**

Appropriate for the area of assignment.