Job Description

PimaCommunityCollege

Position Title: Learning Center Technician

Job Group: Instructional Support   Job Level Group: Support Intermediate

FLSA Status: Non-Exempt

Position Summary:

The Learning Center Technician assists in the oversight of Learning Center operations. Recruits, trains, and evaluates tutors. Acts as an outreach and marketing liaison between Learning Centers, students, faculty, staff, administration, and the greater PCC community. Schedules and prepares students and laboratory for the upcoming semester. Designs and fabricates new learning stations needed by faculty. Repairs and maintains equipment used in the lab.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Supervises and supports tutors and serves as a lead to additional department staff. Prioritizes and assigns work, conducts performance evaluations, trains staff, and makes hiring, termination, and disciplinary recommendations. Administers budget for tutors. Monitors and ensures the timely submission of required documentation and reports.

2. Oversees Learning Center operations for students, staff, and faculty during operating hours. Ensures adherence to Learning Center guidelines. Coordinates orientations for use of Learning Center resources and special services.

3. Monitors inventory of supplies, equipment, and materials needed for the daily operations. Develops instructional media for class exercises and demonstrations for online and in-person classrooms.

4. Proposes, develops, coordinates, and implements new and existing Learning Center procedures, guidelines, goals, objectives, and activities to enhance programs. Conducts research for new and expanding programs to keep abreast of program trends and best practices.

5. Facilitates lab use for students during operating hours. Assists and assesses students during practice and test labs; prepares and maintains equipment, instructional media, and other materials used in various class exercises.

6. Coordinates lab resources for faculty, staff, and students. Supplies lab with the inventory necessary for daily lab operation. Keeps track of inventory and purchasing from vendors and online ordering.

7. Assembles, compiles, and analyzes data and findings for incorporation into reports. Creates and maintains spreadsheets and databases. Generates reports from Banner and other systems for review and approval by appropriate program supervisors.

8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of laboratory techniques
3. Knowledge and application of various instructional methodologies
4. Skill in budget/resource management
5. Skill in coordinating and monitoring the work of others (lead worker – student workers)
6. Skill in effective communication (both written and oral)
7. Skill in positive, productive, and flexible customer service
8. Skill in project management principles, processes, and techniques
9. Ability to apply effective and accurate data entry and typing skills
10. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- Institutional Leadership: Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required
- Associates degree in English, Composition, Math, or Science or a closely related field of study preferred
- One (1) to three (3) years of related experience required.
- Thee (3) to five (5) years of related experience with college level STEM tutoring, curriculum resources, or development preferred.

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fire coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work duties
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License