

BARSTOW COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LEARNING SUPPORT SPECIALIST

FUNCTION:

Under the direction of an assigned supervisor, the Learning Support Specialist (LSS) will perform and oversee a wide variety of specialized clerical and technical duties involved in the coordination of the College's onsite and online tutorial services; oversees the daily operations of the open access computer lab; provides testing and exam proctoring services; and other related learning support services as assigned.

REPRESENTATIVE DUTIES:

Coordinates the recruitment, assignment, and scheduling of student tutors to meet faculty and student needs.

Assists with the staffing and scheduling of the computer and tutorial labs. Implements and posts a master schedule. Coordinates lab or classroom needs.

Assists student tutors and student workers with employment onboarding and orientation. Provide student worker supervision and tasking as directed by the supervisor.

Oversees tutors and student workers to ensure timely completion and submission of work assigned, as well as provide guidance to student workers on adherence to district policies and directives.

Provides tutors and student workers with training, including training in the use of study skill material and online resources.

Updates the information web page(s) for the tutorial services, proctoring and computer commons, including the availability of services, hours, and policy descriptions.

Performs periodic analysis of tutor scheduling and assignments to optimize learning support services that meet student needs.

Monitors student progress and refers students to other appropriate college services, as appropriate.

Proctors exams and assessment testing. Assists with the implementation and monitoring of proctoring services for online and distance learning.

Distribute and collect testing materials; provide instructions and monitoring during proctored tests; assure compliance with established testing requirements, regulations and procedures.

Reports any testing impropriety, including items leading to recommended test exclusion or invalidation, to assigned supervisor.

Assists in developing and enforcing student usage policies and guidelines.

Works closely with assigned supervisor and IT to maintain computer lab equipment and manage computer lab software. Monitors equipment and software for the assigned lab(s). Maintains a variety of hardware and software applications required for learning support services.

Troubleshoots minor software problems as related to lab and classroom stations. Provides computer related technical support necessary to ensure student success in the computer lab environment.

Assists students and faculty with basic academic related computer and software usage, including the very basics of the College's learning management system (LMS) and other student account login and navigation. Assists students with issues related to College-provided student account and software access.

Collaborates and works with other staff members in providing students and faculty with learning support services. Maintains an up-to-date inventory of instructional materials, books, solution manuals and related office supplies needed for tutorial and computer labs.

Maintains records for appointments, financial purposes and usage statistics. Prepares a variety of statistical reports, forms, and surveys as directed.

Publicize the services and operating hours of the tutorial and computer labs through activities such as, but not limited to classroom presentations, preparing informational materials, and advertisements.

Maintain current knowledge of testing requirements and regulations issued by the State or other agency; coordinate and participate in conferences and training workshops.

Distribute test records to school personnel and students as appropriate; issue routine printouts and respond to special requests; provide explanatory information as needed; maintain appropriate confidentiality of information.

Perform general clerical duties as needed; compose, type and proofread various types of correspondence; organize and maintain a variety of files and records related to assigned activities.

Serve as the learning support services receptionist; answer telephones and greet visitors; take and relay messages as appropriate; receive, sort and route incoming mail.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Instructional programs and student support services.

Test administration and scoring.

Procedures followed in the administration, scoring, recording and reporting of standardized test results.

Hiring and related processes

Operation of a computer terminal and data entry techniques. Modern office practices, procedures and equipment.

Office management Techniques.

Record-keeping techniques.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation and vocabulary. Laws, rules and regulations related to assigned activities.

Interpersonal skills using tact, patience and courtesy. Principles of training and providing work direction. Telephone techniques and etiquette.

Basic budgeting practices.

ABILITY TO:

Plan, organize and coordinate student assessment programs and activities. Administer, score and record testing information.

Interpret, apply and explain assessment policies and procedures.

Interpret, apply and explain laws, rules and regulations related to assigned activities.

Maintain current knowledge of program rules, regulations, requirements and restrictions.

Maintain records and files.

Work confidentially with discretion. Meet schedules and time lines.

Work independently with little direction. Understand and follow oral and written instructions.

Operate a variety of office equipment.

Operate a computer to enter data and generate reports. Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others. Train and provide work direction to others.

Answer telephones and greet the public courteously. Assist in budget preparation.

EDUCATION AND EXPERIENCE:

Associate degree and three years of related experience OR any equivalent combination of education and experience

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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| 1.Seldom = Less than 25 percent | 3.Often = 51-75 percent |
| 2.Occasional = 25-50 percent | 4.Very Frequent = 76 percent and above |

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| <u>4</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations. |
| <u>2</u> | b. | Ability to stand for extended periods of time. |
| <u>4</u> | c. | Ability to sit for extended periods of time. |
| <u>4</u> | d. | Ability to see for purposes of reading printed matter. |
| <u>3</u> | e. | Ability to hear and understand speech at normal levels. |
| <u>3</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>1</u> | g. | Ability to bend and twist. |
| <u>1</u> | h. | Ability to lift <u>25</u> lbs. |
| <u>1</u> | i. | Ability to carry <u>25</u> lbs. |
| <u>3</u> | j. | Ability to operate office equipment. |
| <u>1</u> | k. | Ability to reach in all directions. |

Classified Job Description: Learning Support Specialist, Range 17

Board Approved: 8/21/2024