

Job Description

Position Title: Director, Learning Center

Job Family: Instructional Support

Job Type: Director

FLSA Status: Exempt

Salary Grade: 09

Position Summary:

The Learning Center Director is responsible for developing and implementing successful initiatives for students across the College that results in improvements in course success, persistence, and retention. The Learning Center Director provides leadership and strategic planning for multi-campus learning support programs including tutoring, ASL lab, and Computer Commons.

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. Develops and implements strategies that promote student success, including course completion, retention, persistence, and engagement. Provide leadership and oversight for Assistant Program Managers and manage in-person and virtual tutoring, ASL lab, and Computer Commons services across multiple campuses.
2. Fosters ongoing communication with students, staff, faculty, departments, and administration to plan and implement student success initiatives across campuses.
3. Builds and maintains partnerships with College departments and programs to develop, launch, and evaluate efforts that support student success, retention, and persistence.
4. Ensures department alignment with College mission, values, goals, objectives, and initiatives. Develops, implements, and administers organizational goals and objectives.
5. Establishes, monitors, evaluates, and improves processes, procedures, and standards for learning support services. Establishes success strategies for learning support services, courses and faculty connection and support, academic resources, and student spaces at all campus locations.
6. Directs and supervises data collection and preparation for complex reports, statements, and communications affecting employees, students, and faculty.
7. Analyzes data related to services and student success initiatives, provide recommendations, and present findings to administration, faculty, staff, students, and at national and international conferences.
8. Represents the Learning Support Services at events, meetings, committees, and conferences. Responds to questions from other College departments, administration, and external institutions regarding complex issues or policies impacting Learning Support operations.
9. Develops, administers, and monitors budgets; implements and allocates resources following budget approval; and approves expenditures.

10. Provides direction and guidance on employee development and supervision for Assistant Program Managers, Learning Centers, and their staff and tutors. Provides coaching on professional growth, strategic planning, staff training, and supervision.
11. Oversees and provides guidance on student concerns, complaints, and daily operations across multiple learning center sites to ensure consistency and quality of services.
12. Oversees area certification of services through national organizations (CRLA, ACTP, ICLCA) to maintain professional development and remain current in student support practices and theory.
13. 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 business management and fiscal practices
3. Knowledge of laboratory techniques
4. Knowledge and application of various instructional methodologies
5. Skill in analyzing data and drawing conclusions
6. Skill in budget/resource management
7. Skill in effective communication (both written and oral)
8. Skill in independent decision making
9. Skill in people leadership and supervision
10. Skill in organization, coordination, and management
11. Skill in program development and process improvement
12. Skill in project management principles, processes, and techniques
13. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
14. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content

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.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **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.
- **Institutional Infrastructure:** Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- **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.

- Bachelor's degree in Education, or a closely related field of study required.
- Master's degree in Educational Leadership, or a closely related field of study preferred.
- Three (3) to five (5) years of related experience with management required.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- 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 int
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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