

## **Federal Work-Study Virtual Tutoring Services Administrative Assistant**

### **SUMMARY OF POSITION:**

Under the general direction of the Student Engagement & Recruitment Coordinator, this administrative assistant position will assist in the coordination of tutorial services for the college. The Administrative Assistant will assist in the deployment and use of tutor tracking software to provide communications between tutors and instructors, to collect data related to tutoring sessions, and to provide data to support revisions and improvements to providing tutorial services overall.

The Administrative Assistant will also assist in the scheduling of tutor assignments. This includes helping to schedule appropriate training for embedded tutors and the faculty who use them in their classes.

### **DUTIES & RESPONSIBILITIES:**

- Support in the scheduling of multiple virtual tutors (on campus and online)
- Assist with the use of tutor tracking software for the purposes of data
- Help to collect information from and communicate with tutors, instructors of those being tutored, instructional assistants, and lab coordinators
- Offer support in the collection of campus-wide tutoring data, including the number of tutees, tutee demographics, hours each tutee is tutored, and success rates for tutees in specific courses
- Assist in the coordination of hiring and evaluation of virtual tutors
- Assist in identifying the need for recruiting embedded tutors

### **Ability to:**

- Learn and understand college programs, classes, and procedures
- Perform complex work with speed and accuracy
- Maintain accurate records, and prepare clear and concise reports
- Respond to requests and inquiries from students, faculty, staff, and the public
- Help in facilitating trainings for faculty, staff, and students within the scope of the position
- Ensure compliance with college policies and procedures as well as state regulations and codes
- Work independently
- Be sensitive to and understand the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of college faculty, staff, administrators, and students.

### **Required Skills:**

- Operate computer equipment and a variety of computer software programs such as Microsoft Word, Excel, Outlook (e-mail distribution and calendar)
- Comfortable using Zoom and acting as meeting host

- Communicate clearly and effectively, both orally and in writing
- Exercise professionalism through tact and discretion when conducting business with students
- Establish and maintain cooperative working relationships with those contacted in the course of daily operations

Supervisor: Tiffany Prince [tprince@cgcc.edu](mailto:tprince@cgcc.edu)

Location: Remote