

HEARTLAND COMMUNITY COLLEGE POSITION DESCRIPTION

Titles: Master Tutor, Peer Tutor, Just in Time Tutor

Title of Supervisor: Associate Director, Tutoring Services

General Responsibilities:

Tutors meet with individuals or small groups on a scheduled or drop-in basis. They provide tutorial assistance in general skill or specific content areas with a goal to increase independent learning.

Requirements

- **For Master Tutor Positions:** Bachelor's degree with cumulative grade point average of 3.0 or above and successful completion (A or B) of a course that equals or exceeds the difficulty of course(s) they will tutor.
- **For Peer Tutor Positions:** Completion of at least 15 hours of transfer-level credit with cumulative grade point average of 3.0 or above and successful completion (A or B) of a course that equals or exceeds the difficulty of course(s) they will tutor.
- **For Just in Time Tutor Positions:** In lieu of an A or B in the course, faculty referral is required.
- **All positions:** Excellent interpersonal skills, oral and written communication skills, along with basic computer skills.

Desired Qualifications

- Individuals who demonstrate respect for others with diverse perspectives, behaviors, and identities
- Individuals who are patient, dependable and conduct themselves in a professional manner at all times
- Knowledge of or ability to quickly learn software used by Heartland Community College students
- Successful experience in tutoring

Specific Duties:

1. Effectively communicate with students to provide support for and assistance with general study skills and content areas in one-on-one, small group, and help-lab settings.
2. Complete and maintain administrative paperwork and data entry including but not limited to our scheduling software, assessments, timesheets, and human resources paperwork.
3. Participate in on-going staff development activities by attending training sessions to work towards College Reading and Learning Association Level 1 certification. Level 1 certification should be achieved within the first year of employment.
4. Maintain confidentiality of all student records and Tutoring Services information.
5. Complete regular and timely communication with Tutoring Services including weekly monitoring of the Heartland Community College employee email account.
6. Maintain a high level of customer service at all times, including a positive attitude towards all policies, programs, and constituents associated with Heartland Community College.
7. Complete additional tasks as requested by the Tutoring Services Leadership Team.

This job description does not state or imply that the duties listed on this description are the only duties to be performed by the employee in this position. The incumbent may be required to follow other instructions and to perform other duties requested by his or her supervisor within reason.

Physical Requirements/Working Conditions:

1. Position involves sedentary (sitting) work that infrequently or occasionally requires standing, walking, and ability to lift, carry, push/pull, or otherwise move objects using a negligible amount of force (includes walking within office suites, between buildings, or to various campus locations).

QUALIFICATIONS: Completion of at least 15 hours of transfer-level credit with cumulative grade point average of 3.0 or above and successful completion (A or B) of a course that equals or exceeds the difficulty of course(s) they will tutor. (See application packet for full list of qualifications and requirements for applying)

LEARNING OBJECTIVE: Tutor will demonstrate effective written and verbal communication skills.

ESSENTIAL COMPETENCY: C05: student communicates ethically through monitoring their behavior and interactions with others.

NUMBER OF HOURS/WEEK: Varies depending on subject area expertise and need
HOURLY WAGE: \$13.00 GENERAL WORK SCHEDULE: Varies, but can be flexible with student's schedule.