

ASSISTANT DIRECTOR, WRITING CENTER

DEFINITION

Under general direction, plans, organizes, coordinates, and participates in the daily instruction, operations, and activities of the Writing Center programs at the various District centers; researches and gathers various program data and develops reports; provides complex and responsible support to the Director, Writing Center in areas of expertise, supervises tutors (recruits, hires, assigns work to, trains, and terminates students and employees who serve as tutors).

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Writing Center. Exercises technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This is a classification responsible for planning, organizing, and coordinating daily instruction, operations, and activities of the Writing Center programs, services, and activities. Responsibilities include supervision, performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director, Writing Center in a variety of areas. Successful performance of the work requires the knowledge of departmental and District activities, skill in coordinating departmental work with that of other departments, and extensive student, faculty, and staff contact. This class is distinguished from the Director, Writing Center in that the latter has overall management responsibility for all Writing Center programs, functions, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. In consultation with the Director, plans and coordinates Writing Center programs, services, and activities; establishes schedules and methods for providing program, services, and activities; recommends improvements or modifications.
2. Provides supervision, training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; assists in the recruitment and selection of staff and provides recommendations.
3. Oversees day-to-day operations of the Writing Center, including tutoring, front desk, and computer lab operations; opens Center and ensures schedules, equipment, and facility are ready for effective operations; assists students with questions about tutoring appointments, programs, and services; enforces Center policies and procedures; resolves student complaints and scheduling conflicts.
4. Coordinates the collection and processing of timesheets and other human resources paperwork related to the hiring and payroll of student hourly and short-term employment employees.
5. Coordinates, schedules, and conducts workshops and presentations on various topics

- related to the Writing Center; develops, revises, and organizes workshop and presentation materials, handouts, and packets.
6. Works with Director to create Student Learning Outcomes (SLO) for workshops; collects surveys and analyzes results.
 7. Receives syllabi and writing assignments from faculty; makes copies for tutor station folders and distributes to tutors for training purposes.
 8. Oversees and monitors the computer laboratory; answers student questions; works with lab assistants, supervisor, and information technology to address and resolve hardware and software problems; assists faculty to troubleshoot technical problems with hardware, software, and classroom equipment.
 9. Answers questions from and provides support services to students, tutors, faculty, and other departments regarding Writing Center programs, services, and activities.
 10. Researches, compiles, and organizes information and data on topics related to programs in assigned area; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
 11. Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
 12. Attends and participates in program-related District and community activities, committees, and professional conferences and meetings concerned with the development and implementation of assigned programs and/or projects.
 13. Establishes and maintains effective customer service for center patrons.
 14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
 15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
 16. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 17. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
 18. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
 19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
 20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
 21. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Principles, practices, and service delivery needs related to the Writing Center.
3. Procedures for planning, implementing, and maintaining a variety of Writing Center activities and programs.

4. Research and reporting methods, techniques, and procedures.
5. Principles and practices of data collection and report preparation.
6. Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
7. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
8. Record keeping principles and procedures.
9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Coordinate assigned program operations, services, and activities within the principles and parameters of the Center's mission.
5. Plan, schedule, assign, and oversee activities of assigned student employees.
6. Work collaboratively with instructors and classified staff in the Writing Center.
7. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
8. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
9. Prepare clear and concise reports, correspondence, procedures, and other written materials.
10. Respond to and effectively prioritize multiple phone calls and other requests for service.
11. Interpret, apply, and explain applicable District policies, rules, and regulations related to areas of responsibility.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Organize own work, set priorities, and meet critical time deadlines.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education, English, or a related field; and
2. Five (5) years of experience providing instructional program support at an institution of higher education, including two (2) years of supervisory experience.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023