CLASS SPECIFICATION
Instructional Assistant

FLSA Status:  Nonexempt
EEOC Job Category:  Paraprofessionals
Union Representation:  Represented

GENERAL PURPOSE
Under general supervision, provides instructional assistance and tutoring to students within subject matter areas of responsibility; provides assistance and support on related technologies and equipment; performs assigned activities to ensure that Center/lab is kept in an orderly, safe and well-maintained manner; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Instructional Assistant provides a variety of instructional and clerical support duties, including tutoring, test proctoring, developing instructional materials and maintaining records and reports. Incumbents also participate in ensuring that an assigned learning center/lab is well-maintained and that operational rules and policies are appropriately followed. Work assigned requires knowledge of applicable subject areas, the ability to provide tutoring and instructional support to others in an effective manner and proficient clerical skills to carry out administrative support duties.

Instructional Assistant is distinguished from Instructional Associate in that incumbents in the latter class perform a wider variety of instructional support and laboratory supervision activities that are usually of a more responsible, difficult and technical nature, requiring knowledge and skills gained through experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Works with and tutors individual and small groups of students within assigned subject areas; provides clear, concise and interesting explanations and demonstrations to facilitate student understanding and reinforce instructors’ teaching; observes and monitors students performance to ensure comprehension; utilizes appropriate instructional methods and materials to facilitate the student’s learning process; provides technical instruction and support to students and instructors on computer hardware, standard business or other software/equipment related to instructional areas, as required, to bolster student learning.

2. Participates in ensuring the safety, cleanliness and upkeep of the classroom/lab environment; enforces Center/Lab operational policies, procedures and rules; monitors and participates in controlling student activities and behavior; as necessary, schedules student usage of Center/lab facilities.
3. Responds to routine inquiries and requests from students and instructors; provides information, guidance and support to students on subject matters within scope of authority and knowledge; assists instructors in the assigned Center/Lab as needed.

4. Assists in development, preparation, maintenance and presentation of instructional, educational and reference materials in various formats and media; assists faculty with developing new instructional support materials, including handouts, manuals, interactive lessons and other learning guides and tools.

5. Proctors and administers assessments, tests and quizzes; ensures the integrity of the testing process.

6. Performs a variety of administrative and clerical duties, as assigned; develops and maintains a variety of program/department records, rosters, reports and other documents; maintains student attendance logs and records; collects and maintains designated data; participates in enrolling students in assigned courses according to established procedures; drafts clear, concise and accurate written materials, including course marketing flyers; answers telephones; orders budgeted office and instructional supplies and materials; monitors budget; schedules appointments; performs data entry related to the duties described above.

OTHER DUTIES
1. Attends a variety of meetings, training sessions, seminars and workshops as required.

2. Assists faculty in conducting special projects.

3. May prepare samples/demos for class/shop instruction.

QUALIFICATIONS

Knowledge of:
1. Assigned subject matter areas applicable to area of assignment.

2. Basic methods and practices of student instruction and tutoring.

3. District and departmental policies, procedures and information related to areas of assigned responsibility.

4. Uses and operations of computer hardware, printers, standard business software and specialized software applicable to assigned learning centers and instructional laboratories.

5. Methods and procedures for diagnosing, troubleshooting and resolving computer hardware and software problems in a laboratory environment.

6. Principles and practices of sound business communication; Correct English usage, including spelling, grammar and punctuation.

7. Administrative practices and procedures, including purchasing and record keeping.
Ability to:

1. Provide effective tutoring, instruction and guidance to students in subject matter areas applicable to area of assignment; accurately and clearly answer students’ subject matter questions.

2. Organize, set priorities in a dynamic environment and exercise sound independent judgment within areas of responsibility.

3. Provide day-to-day technical support for computer hardware, peripherals and software in assigned centers/laboratories.

4. Walk students through uses and operations of specialized hardware and software.

5. Organize and maintain a variety of records and files.

6. Communicate clearly and effectively, both orally and in writing.

7. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.

8. Establish and maintain effective working relationships with instructors, faculty, staff, vendors, students, the public and others encountered in the course of work

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate’s degree with major coursework in subject matter applicable to assignment; and at least one year of experience working with college-age students in an organized, educational environment; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

None.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to stand, walk and sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel objects or controls; reach with hands and arms. An employee also is regularly required to stoop, kneel, bend, crouch or crawl, climb or balance and lift up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.
Mental Demands
While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; use basic math; learn and apply new information or skills; work with constant interruptions and interact with District management, faculty, staff, students and others encountered in the course of work. The employee may occasionally be required to interact with disruptive or abusive students.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in a learning center/lab or classroom-type setting, and the noise level can be moderately loud.