CLASSIFICATION
Instructional Associate

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

GENERAL PURPOSE
Under general supervision, regularly provides instructional assistance and tutoring to students within subject matter areas of responsibility; provides assistance on related technologies and equipment; coordinates and oversees the day-to-day operations and activities of assigned learning centers and instructional laboratories; supervises student assistants and work study students if applicable; maintains a clean, safe and orderly learning environment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Instructional Associates perform a variety of technical and instructional support duties to reinforce and follow-up on course instruction, ensure students’ comprehension and completion of class/project assignments and to improve students’ skills and abilities. Instructional support is typically conducted in a dynamic classroom/learning lab environment, such as an individualized, self-paced open entry/exit learning lab/class setting, and requires the incumbent to quickly and adeptly move from one topic and/or skill level to another in providing student instruction, to adapt techniques and methods to address different student learning styles and/or to provide assistance to a number of students within given time frames. Incumbents in this class also regularly respond to student and instructor inquiries and requests for routine and non-routine information and other technical assistance. Additionally, incumbents usually supervise the work of assigned student assistants, work study students and limited term staff and oversee the use and activities of an assigned learning center/lab. Work assigned requires a detailed knowledge of subject areas, the ability to provide tutoring and instructional support to others in an effective manner and the ability to supervise day-to-day center/lab activities and use.

Instructional Associate is distinguished from Instructional Assistant in that incumbents in the former class perform a wider variety of instructional support 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; provides clear, concise and interesting explanations and demonstrations to facilitate student understanding and reinforce instructor teaching; observes and monitors student performance to ensure comprehension; within established guidelines, determines appropriate instructional methods and utilizes appropriate materials to facilitate the students’ learning process; provides technical instruction and support to students and instructors on
computer hardware, standard business/specialized software software and other relevant Center/lab equipment, as required, to bolster student learning.

2. Coordinates, oversees and supervises the daily use and activities of an assigned Learning Center/Lab; recruits, hires, trains, schedules, provides work direction, coaching and feedback to assigned student assistants; 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; prepares requisitions and places orders to maintain an inventory of equipment, software, materials and supplies; oversees and coordinates activities to properly maintain, clean and secure the assigned Center/Lab to ensure the health, security and safety of students and staff; may open/close labs.

3. Responds to a variety of inquiries and requests from students and instructors, some of which may involve explaining and interpreting information of a more complicated or technical nature; provides clear, accurate and thorough information, guidance and support to students on a wide variety of matters within scope of authority and knowledge, including information about enrollment, add/drops, coursework requirements, course offering opportunities; assists students in addressing potential course scheduling issues/conflicts; as necessary, makes appropriate student referrals; within established guidelines, assists students with special needs or ESL students to ensure optimal learning environment and appropriate methods of instructional assistance; assists instructors in the assigned Center/Lab as needed.

4. Performs assigned activities to maintain good working order of Center/laboratory’s hardware, software, multi-media and other technological equipment and materials, including one or more of the following: assists in installing and maintaining instructional software, hardware and peripherals; performs necessary maintenance and virus protection of assigned computers; assists in maintaining audio/visual and/or other multi-media equipment; performs minor equipment repairs and adjustments as needed; coordinates with ACIT or other designated contacts for the resolution of more complex technical problems.

5. Participates in the development, preparation, maintenance and presentation of instructional, educational and reference materials in various formats and media; works in conjunction with faculty to develop new instructional support materials, including handouts, manuals, interactive lessons and other learning guides and tools; examines literature and confers with faculty on the purchase of new equipment, videos and other materials for student use.

6. May perform test administration and/or scoring duties, including one or more of the following: schedules students for completion of on-line tests/test modules; proctors and administers tests; scores tests and provides results to faculty and to students, as requested; ensures the integrity of the testing process.

7. Oversees and maintains a variety of Center, course and student records and files/folders; compiles information and prepares a variety of routine reports and documents related to Center use and activities; maintains student attendance logs/records; participates in enrolling students in assigned courses according to established procedures; verifies proper data entry into District
databases/programs, such as TutorTrac, to ensure accuracy and completeness of District records; maintains, verifies and enters student assistants’ timekeeping information, as assigned.

OTHER DUTIES
1. Attends a variety of meetings, training sessions, seminars and workshops as required.
2. Assists faculty in conducting special projects.
3. May participate in Center/lab webpage development and maintenance.
4. May produce routine video projects.

QUALIFICATIONS

Knowledge of:
1. Assigned subject matter areas applicable to area of assignment.
2. Methods and practices of student instruction and tutoring.
3. Methods and practices for organizing, maintaining and overseeing the operations of a learning center and/or instructional laboratory.
4. District and departmental policies, procedures and information related to areas of assigned responsibility.
5. Uses and operations of computer hardware, printers, standard business software and specialized software applicable to assigned learning centers and instructional laboratories.
6. Methods and procedures for diagnosing, troubleshooting and resolving computer hardware and software problems in a laboratory environment.
7. Sources of instructional support materials and aids to meet the needs of students and faculty in a learning center and/or laboratory.
8. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
9. 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, thoroughly 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. Read and interpret manuals and other technical materials applicable to the work.
6. Analyze, interpret, explain and apply relevant laws, regulations, ordinances and policies.
7. Prepare clear, concise and comprehensive reports, documents and instructional support materials appropriate to the audience.
8. Organize and maintain a variety of records and files.
9. Communicate clearly and effectively, both orally and in writing.
10. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
11. 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 two years 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.