CLASS SPECIFICATION
Learning Resource Center Supervisor

GENERAL PURPOSE
Under general direction, plans, organizes, coordinates, supervises and oversees the day-to-day activities and operations of the District’s Instructional Technology Student Support Center, Center for Learning Assistance Services, LAC and PCC Open Access Computer Labs and the Multi-media classroom; acts as a District expert in the area of positive attendance data collection/reporting, including overseeing and administering the related, specialized TutorTrac software; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Learning Resource Center Supervisor is responsible for overseeing, supervising and integrating the day-to-day activities and operations of multiple Learning Resource centers/labs/classrooms to meet Department goals and objectives and properly address the dynamic and changing technical and instructional support needs of the diverse student population served. The incumbent also provides expertise and administrative and technical supervision and coordination in other assigned areas, including oversight of the implementation and appropriate District usage of TutorTrac, a web-enabled software program designed to track and report attendance. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

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. Plans, organizes, supervises and evaluates the work of assigned staff; contributes to development of and monitoring of performance against the annual budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve department goals, objectives and performance measures consistent with the District's quality and service expectations; regularly monitors performance, provides coaching for performance improvement and development and participates in performance evaluation of assigned staff; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District’s human resources policies and procedures and labor contract provisions.

2. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving department’s and District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
3. Plans, organizes, coordinates, supervises and oversees the day-to-day activities and operations of assigned learning centers, labs and classrooms; analyzes usage reports and determines appropriate facility schedules to meet District and student needs; coordinates, schedules and assigns staff to ensure appropriate staffing levels; develops, enforces, interprets and applies operational policies and procedures; identifies and provides recommendations to management regarding short-and long-term technology acquisition to meet student needs; plans, coordinates and oversees purchases and maintenance of appropriate inventory of budgeted supplies, materials and equipment; oversees and monitors lab security.

4. Provides technical expertise, coordination, oversight and support to facilitate the District’s positive attendance data collection/reporting program; interprets and applies current, detailed knowledge of state and District positive attendance collection/reporting policies, procedures and practices; supervises, coordinates and oversees application support for and administration and programming of TutorTrac program; develops customized user manuals; initiates and performs TutorTrac training; provides technical support to faculty, staff, student and other users; facilitates TutorTrac user groups; collaborates with TutorTrac programmers to develop appropriate features and reports for District use.

5. Accesses and utilizes TutorTrac, PeopleSoft and/or other District systems/databases to extract, analyze and accurately report information and data within defined time frames; researches and compiles information for, completes and maintains assigned data, reports and records, which may include material that is complex or requires interpretation.

6. Confers with management and other District departments to develop/revise attendance reporting protocols; troubleshoots and resolves problem solve; collaborates and coordinates with management, faculty and other departments to develop and recommend support services to meet the instructional needs of students; provides information and expertise to Dean’s office in the research and assessment of new technologies.

7. Participates in planning, development, coordination, integration, implementation and evaluation of academic support services programs and activities within assigned areas of responsibility to meet Learning and Academic Resources, Learning Resources Teaching and Technologies and Academic Affairs goals and objectives; provides innovative, achievable recommendations to Dean and others.

8. Develops, produces and/or distributes accurate and complete written materials, including marketing flyers and instructional handouts.

OTHER DUTIES
1. Serves on District committees and work groups, as requested.

2. Attends a variety of meetings, seminars, workshops and conferences.

QUALIFICATIONS

Knowledge of:
1. Functions, programs, services, operations and activities of a District-wide Learning Resource Center.
2. Advanced applications of TutorTrac program and other assigned software programs/databases.
3. Methods and practices of student instruction and tutoring.
4. Federal, state and local laws, regulations and court decisions applicable to programs and areas of responsibility.
5. Advanced terminology, operations and applications of specialized hardware, software and database applications appropriate to assignment; current and future technological trends relevant to District and department.
6. Standard business software, including word processing, data base and spreadsheet programs.
7. Principles and practices of sound business communication.
8. Principles and practices of effective supervision.
9. District classified human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, organize, coordinate, implement and evaluate daily operations, activities and services of multiple learning centers/labs and classrooms.
2. Understand, apply, interpret and explain applications of TutorTrac program and other assigned software programs/databases to District management, faculty, staff, students and others.
3. Prepare clear, concise and comprehensive reports and other written materials.
4. Exercise sound independent judgment within general policy guidelines.
5. Operate a computer using word processing, database and other business and specialized software and other standard office equipment.
6. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
7. Establish and maintain effective working relationships with District management, administrators, faculty and staff; 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 graduation from an accredited four-year college or university with a major in education, business administration, information technology or a closely related field; and at least three years of progressively responsible experience providing technical and instructional support and services to college-age and/or adult students, at least one of which was in a lead capacity in a College learning center/lab; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the District’s vehicle insurance policy.
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 job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math/mathematical reasoning; learn and apply new information and skills; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, administrators, faculty and staff, students, the public and others encountered in the course of work.

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 under typical office conditions, and the noise level is usually quiet.