BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Managing Director of Learning Assistance Services

DEPARTMENT: Cerullo Learning Assistance Center/Academic Affairs

FUNCTION: Oversees the English Language Resource Center (ELRC) and day to day testing, placement and tutoring operations. Collaborates with faculty to develop instructional strategies for subject area tutoring and incorporates into respective educational approaches as indicated. Oversees the administration of incoming students’ testing and placement.

REPORTS TO: Vice President of Academic Affairs

SUPERVISES: Direct reports include Tutorial and Testing Supervisors, a Secretary, Manager of Testing Center, and Manager of CLAC/Academic Affairs; oversees Tutorial Supervisors and Testing Supervisors for numerous subject areas and Training Aides

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Oversees the English Language Resource Center (ELRC) and day to day testing, placement and tutoring operations including establishing the master schedule for all services and ensuring adherence to all applicable College policies and procedures.
2. Collaborates with faculty to develop instructional strategies for subject area tutoring and incorporates into respective educational approaches as indicated.
3. Recruits and hires peer and professional tutors.
4. Develops a set of core outcomes for unit and measures and tracks annual performance against objectives; prepares and submits annual assessment report to the designated office; and fully engages with the College’s Outcomes Assessment Program.
5. Prepares, track, monitors and adheres to an annual budget.
6. Acts as performance manager for all direct reports including managing day to day performance, producing and communicating written performance evaluations, approving requested time off, and other points of compliance with HR rules, regulations and unit collective bargaining agreements.
7. Subject to senior management review and final board approval, has the responsibility, power and authority to hire, fire, discipline and promote employees.
8. Performs additional tasks or duties as assigned by the Vice President of Academic Affairs or other designated management.
MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Familiarity with higher educational policies informing and affecting educational testing, including the American with Disabilities Act Section 504 of the Rehabilitation Act of 1973, and with other pertinent Federal and State legislation and related educational laws. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Leadership
- Managing People
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s Degree in Education, Psychology or other related discipline. Master’s Degree preferred

Experience: Minimum of 5 years of experience in the areas of testing and tutoring in a higher education setting

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability or veteran status.

Submitted by: _______________________ Date: ____________
Name/Title

Approved by: _______________________ Date: ____________
Name/Title

Reviewed by: _______________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Member

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE