

ASC Graduate Fellow: Tutor Manager

The [Academic Success Center](#)'s Tutor Manager Graduate Fellow performs a number of essential functions. This position holds the work expectation of **24 hours or more per week** and receives a **graduate tuition credit waiver of 9 credits and a \$1,000 stipend** for each semester of employment.

Candidates for this position should be motivated, organized, and have some previous experience assisting others in personal development. In order to get to know and understand the student, the ideal Tutor Manager would be personable, have relationship building skills, and be able to use reflective language to let students know they have been heard. The Tutor Manager needs to have the analytical ability to determine some of the key stumbling blocks and concerns an individual is experiencing that is negatively affecting their academic progress.

This position holds a considerable level of responsibility and requires a high level of independent judgment, initiative, and discretion. The Tutor Manager makes frequent decisions regarding tasks, time, and data and is required to deal discreetly with confidential documents (disability documentation, student grades, social security numbers, etc). This position can be challenging with the high volume of communication needed to coordinate with dozens of tutors, follow up with student clients, and hosting multiple trainings each semester. A student in this position must be tactful and supportive as well as protective of student privacy.

Successful applicants for this position need to be in good academic standing. Graduate students currently in their program need a cumulative 3.0 GPA or higher and new graduate students need a cumulative 2.5 GPA or higher. Those interested in applying should provide a resume, 1-2 letters of reference and a cover letter to the Director of the Academic Success Center via email: awilcox@spfldcol.edu or mail:

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Springfield College
263 Alden Street
Springfield, MA 01109-3797**

Tutor Manager Primary Responsibilities:

As Tutor Manager, the primary responsibility of this role is helping the management of the ASC's tutoring program. Some of these responsibilities include:

- Perform complex administrative work with considerable internal and external contacts
- Assign student and tutor matches
- Facilitate initial communications between student and tutor
- Act as a contact person for peer tutor questions or student concern
- Responsible for the documentation of payroll time sheets
- Organize student employee paperwork and records
- Respond to student concerns and questions
- Communicate directly with faculty to garner tutor recommendations
- Support the tutor training program
- Implement individual or small group tutor trainings as needed
- Evaluate performance of tutor employees

- Assist with database management and proper documentation
- Review online tutorial reports
- Offer promotional or informative presentations as needed

Academic Coach Role:

Academic Coaches in the ASC enter into an on-going collaboration with their student clients.

Academic Coaches help students in the following areas:

- Establishing and maintaining positive daily routines and habits
- Avoiding procrastination
- Setting and keeping priorities
- Developing strategies for breaking tasks into manageable steps
- Keeping track of class materials and making time to better organize them
- Making mindful decisions and solving problems
- Taking and using class notes
- Actively reading and learning from textbooks
- Preparing for exams
- Test taking and alleviating test anxiety

Some of the responsibilities of this role include:

- Assessing academic progress through regular check-ins
- Participating in both preliminary and on-going coaching trainings
- Meeting weekly with each student for roughly an hour
- Performing an inventory of difficult areas during your initial meeting
- Documenting each coaching session using a given format
- Communicate any training needs or student client concerns to supervising members of the Academic Success Center's staff
- Performing other duties as assigned

Center Monitor Role:

Staff members who have the additional duty of Center Monitors for room 109 have the following responsibilities:

- Greet students and answer their questions (If a student arrives with questions and the other staff members are busy or absent, please make the student feel welcome and offer assistance to the best of your ability.)
- Help connect visiting students to the appropriate resources within the Academic Success Center and other departments on campus
- Monitor the space to make sure it remains an effective study environment
- Oversee the Center's equipment and space
- Open and close the ASC as needed
- Act as a Test Proctor by performing a variety of tasks related to the operation of Learning Support Services testing accommodations
- Perform other duties as assigned