

## **ASC Graduate Fellow: Tutor Manager**

The Academic Success Center's Graduate Fellow performs a number of essential functions and is referred to as the Tutor Manager. This position holds the work expectation of **17-20 hours per week for 30 weeks** at a rate of **\$10.00** per hour and receives a **tuition credit waiver of 6 credits per semester** (12 credits total per academic year).

Candidates for this position should be motivated, organized and have some previous experience assisting others in personal development. This role requires someone who is personable, has relationship building skills in order to get to know and understand the student and is able to use reflective language in order to let students know they have been heard. The Tutor Manager need 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. Acting as an Academic Coach, the Tutor Manager will work with students one-on-one to promote effective study strategies and time-management skills.

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 in the high volume of communication needed to coordinate with dozens of tutors, follow up with student clients and hold multiple trainings each semester. A student in this position must be tactful and supportive as well as protective of student privacy when necessary.

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. Candidates who are interested in applying should send their resume and cover letter to the Director of the Academic Success Center via email or mail: [awilcox@spfldcol.edu](mailto:awilcox@spfldcol.edu)

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

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

- Performs complex administrative work with considerable internal and external contacts.
- Makes student and tutor matches.
- Facilitates initial communications between student and tutor.
- Acts as a contact person for peer tutors questions or student concern.
- Responsible for the documentation of payroll time sheets.
- Organizes student employee paperwork and records.
- Supports the tutor training program through documenting each tutor's progress.
- Implements individual or small group tutor trainings as needed.
- May evaluate performance of other student employees.

## **Academic Coach Job Description**

**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 your 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.
- Participate 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.
- Perform other duties as assigned.

## **Center Monitor Job Description:**

**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.
- Overseeing the Center's equipment and space.
- Opening and closing 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.

**Spring 2008 Application Deadline is May 1, 2008.**

**If you have any questions, please contact Andrew Wilcox, the Director of the Academic Success Center, at 413-748-3720 or [awilcox@spfldcol.edu](mailto:awilcox@spfldcol.edu)**