

**JOB TITLE:** Instructional Tutor Center Technician  
**PAY GRADE:** CL 20  
**LAST REVISED:** July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

### **SUMMARY DESCRIPTION**

Under general supervision from assigned manager and general direction from instructional faculty, provides instructional support facilitates student tutoring; supervises and provides training to student workers and other short-term, temporary staff; supports Tutor Center colleagues; and assists in the development of Tutor Center policies and procedures; and provides purchasing, inventory, and maintenance duties for supplies, materials, and equipment.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assists with the daily operations of the Tutor Center and study hall use in physical and virtual spaces; coordinates daily tasks and projects; provides assistance, support, and mentoring services to student workers and users, including conflict resolution; facilitates, prioritizes, monitors, and schedules tutoring services and activities, including registration, attendance, and orientation; provides information regarding available services, policies, procedures, and in the purpose and use of materials and equipment; develops, maintains, organizes, and provides materials, handouts, instructional resources, and related materials; selects, prepares, and sets up materials and equipment; refers students to District services or resources, as needed.
2. Participates in planning, organizing, and coordinating of Tutor Center activities, services, and objectives; assists with developing and implementing procedures and policies.
3. Conducts orientations, workshops, class presentations, tours, meetings, and other Tutor Center activities, as needed.
4. Provides instructional support in online teaching environments, including Learning Management Systems (LMS).
5. Provides administrative support for Tutor Center; greets, receives, and/or screens visitors, mail, emails, and telephone callers; refers matters to appropriate manager or staff, as needed; serves as a liaison between students, faculty, and District staff, including providing information on student progress, assisting with student issues and concerns; performs data entry; processes and verifies accuracy of forms; checks out and in materials; organizes and maintains reference materials and lending libraries; creates, verifies, and maintains files, spreadsheets, and databases, including student employment records and those of a confidential nature; gathers, compiles, and tabulates statistical data; verifies accuracy and completeness of reports and records; assists with maintenance of department webpages on the District website.
6. Participates in the preparation and administration of assigned budget; researches and inventories materials and supplies, and determines future needs; discusses new products or special needs with District staff; maintains expenditure records; communicates funding needs or issues with appropriate

- manager or District staff; advocates for the needs of the department; and creates prioritized lists of needed equipment for administration; provides input regarding annual budget development.
7. Partners with Marketing Department to create promotional and informational materials.
  8. Serves as a backup resource to Tutor Center colleagues; assists co-workers within assigned area, as needed.
  9. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students, temporary employees, or District staff; assists with recruiting, selecting, and training tutors, volunteers, or other temporary help for the Tutor Centers; monitors hours worked.
  10. Performs related duties that support the overall objective of the position.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Concepts, principles, and techniques of tutoring and instructional support.
- Learning styles, disabilities, and challenges.
- Federal, state, and local laws, codes, and regulations regarding instruction and support of students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Basic inventory, bookkeeping, and purchasing processes and procedures.
- Record keeping principles and practices.
- English usage, grammar, spelling, punctuation, and vocabulary.

**Ability to:**

- Perform general operational duties in support of the Tutor Center, including, but not limited to, operating office equipment and computers; maintaining and organizing supply and resource inventory; and supporting Tutor Center activities.
- Provide instructional support for students of diverse backgrounds, ages, abilities, learning types, and skill levels.
- Relate positively to students in a teaching and learning environment.
- Recognize student needs and make appropriate referrals for assistance and resources.
- Mentor and guide students.
- Make presentations to groups.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet schedules and changing deadlines.
- Compile information and statistics.
- Perform basic record keeping functions.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including those used in the Tutoring Center and Learning Management Systems (LMS).
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and directs activities of students, temporary employees, or District staff, including recruitment and scheduling of tutors and volunteers.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently and collaboratively.
- Apply District policies and procedures.

**EDUCATION AND EXPERIENCE GUIDELINES**

*Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:*

**Education/Training**

- Equivalent to the completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work in an academic field.

**Experience**

- One year of increasingly responsible experience in an educational, training, or related environment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily indoors in an education center/classroom/laboratory setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and/or classroom/laboratory setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025