

Position: Tutor Manager

Supervisor: Asst. Dean & Director, Academic Learning Center

Description: The Tutor Manager provides administrative support to the Director and communicates regularly with the tutor coordinator. This person serves as a mentor to new and less experienced student tutors as determined by the Director. This position requires the tutor manager to attend regular ALC tutor meetings and provide ongoing weekly/daily support to his or her assigned tutors in the form of consistent communication, observing tutoring sessions, and developing reflection exercises to enhance skills development. The Tutor Manager is also expected to provide tutoring to students in their discipline and adhere to all ALC policies and procedures, as well as Albright College community standards.

Responsibilities:

- Supervise the ongoing evaluation process of tutors assigned to caseload; this includes being observed by newly selected tutors or observing tutors in sessions at various points and providing feedback on their techniques.
- Schedule opportunities for tutor meetings with the Director to monitor the evaluation process and skills development of assigned tutors.
- Recruit new tutors through attendance at college events; participate in the interview process.
- Represent the ALC through marketing efforts; this can include providing brief presentations to classes, contributing to the newspaper (with approval), and collaborating with residence life.
- Train new tutors in our record-keeping protocols (timesheets, tutor logs, etc); this includes tracking tutor cohort hours for certification and following ALC business operations.
- Organize and develop resources and study tips for students.
- Inform the Director and Tutor Coordinator of any personnel issues which need to be resolved by a higher level of authority; this includes tracking issues experienced by tutor cohort.
- Develop educational activities for tutor training (role play scenarios, assignments, etc) and as needed, co-present at tutor training; contribute to on-line tutor training initiatives.
- Participate in ALC staff meetings, tutor trainings (as appropriate), and tutor manager meetings.

Qualifications: A commitment to excellence, learning and confidentiality; strong interpersonal and communication skills (both written and verbal); high level of reliability, professional style; and willingness to take initiative and assume responsibility (with appropriate supervision). Must be an upper-class student who has tutored for at least 2 semesters. Developmental mentoring and training will be provided.