I. POSITION TITLE: Learner Support Center Facilitator

II. EMPLOYEE CLASSIFICATION: Professional

III. JOB CLASSIFICATION: Nonexempt

IV. ACCOUNTABLE/REPORTS TO: Campus Academic Dean

V. DUTY HOURS: Part-time; a minimum of twenty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours are required.

VII. MINIMUM REQUIREMENTS:

EDUCATION: Master’s degree in related field required.

EXPERIENCE: A minimum of three years teaching experience. Proven experience within a higher education setting with emphasis working with students to achieve academic success and providing academic support. Office and computer experience, excellent oral and written communication skills and student services/customer service experience required.

PHYSICAL: Reaching, bending, dialing, writing, talking, and hearing capability; ability to exert force to lift, move, and/or carry objects up to 40lbs.

SKILLS EXPECTATIONS: Energetic; customer-oriented attitude; excellent organizational and computer skills; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communications skills; ability to work quickly to meet deadlines, strong work ethic, and willingness to learn and improve in all aspects of the position.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: The learner support center facilitator will manage a comprehensive program of remedial and learning assistance to students in the development and ongoing achievement of their educational goals. The facilitator, under the direction of the Academic Dean, will direct a full range of academic services needed to assist students to achieve their learning goals including: skill testing and assessment; tutoring and lab assistance; computer-based instruction; learning skills advising; and operation of a learning center to support students’ adaptation to higher education in support of the mission of the university as defined by the university president and the board of governors.
IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

*A. Assists in the development of a comprehensive program of learning assistance to contribute to attainment of the university’s goals of providing higher education to its students including those with academic deficiencies, skill improvement and content enhancement needs.*

*B. Assists in the assessment of the learning needs of the university’s students through such means as analyses of test results and faculty reports of student performance.*

*C. Assists in the design and development of methods and programs to support and assist students in learning at the higher education level.*

*D. Provides content-specific support mechanisms to university’s students.*

*E. Researches professional practices of learning assistance and determines their appropriateness for the university’s students, adopting those best suited to the university’s needs.*

*F. Assists in the monitoring and evaluating of the effectiveness of the Learner Support Center and initiates needed modifications.*

*G. Ensures effective and efficient delivery of learning assistance services to the university’s students.*

*H. Facilitates and participates in the operation of the university’s Learner Support Center.*

*I. Facilitates a comprehensive program of testing, including the administration of such tests as skills assessments and placement instruments.*

*J. Conducts analyses of test results and makes judgments on proper assignment of students to support services and computer-based courseware based on their qualifications.*

*K. Facilitates a program of tutoring and lab assistance for students requiring such support.*

*L. Facilitates the operation and evaluation of computer-based courseware to provide for students’ supplemental instruction.*

*M. Facilitates and participates in advisement to students on test results and recommended course assignment.*

*N. Provides liaison between the Learner Support Center, university departments, students, staff, and faculty.*

*O. Trains tutors, peer supporters, and volunteers.*

*P. Serves on assigned committees.*

*Q. Attends and participates at student award events and commencement ceremonies.*
X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING: All faculty, staff, and students of the university.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures and practices of the university and/or university president/CEO.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the institution.

*Denotes essential elements of the position.