

## **SUPERVISOR, ACADEMIC SUPPORT**

### **JOB SUMMARY**

Under the direction of the area administrator, plans, organizes, coordinates, and oversees the daily activities and operations of libraries and learning resources centers at District locations in alignment with institutional standards and integrated planning in order to increase student success. Coordinates activities with other divisions and departments to provide synchronized and quality services to students.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Plan, coordinate, and oversee the day-to-day technical and public services aspects of the academic support services including the learning center, computer lab(s), math center, writing center, tutoring center, supplemental instruction program, embedded tutoring, and other learning resources departments and services.
2. Oversee, coordinate, and assess tutoring services, program activities, and other student learning resources; collaborate with the Dean and faculty leaders to develop and maintain tutor trainings that meet accreditation and the certification standards set by national tutoring associations; ensure consistency and quality of services and activities provided; adjust, adapt, and/or reengineer tutoring efforts and student learning resources to address student equity gaps in course success and degrees/certificate completion.
3. Develop and implement technical library services, processes, and systems including acquisition, cataloging, processing, electronic databases, and automation systems in collaboration with librarians.
4. Oversee technical support for library and learning resources technology and equipment, including problem solving, updating, and maintenance; recommend new software and technology and coordinate the purchase, installation, introduction, and implementation of such technology.
5. Assist in developing staffing levels and priorities for assigned areas; participate in the hiring processes for full & part-time classified professionals and temporary employees; train, schedule, supervise, and evaluate assigned classified staff and student workers.
6. Develop, monitor, and maintain department budgets in accordance with district policies and procedures; establish processes and/or protocols to manage and maintain categorical and/or District budgets within tutor centers.
7. Collaborate with faculty and staff to coordinate and conduct outreach, including presentations, to the District community to encourage the effective use of resources, services, facilities, and equipment associated with academic support services to assist faculty and students in the use of learning resources equipment and technology.
8. Plan, coordinate, and participate in library and learning resources department inventories.
9. Address patron and public concerns pertaining to the academic and learning resources departments; develop and maintain a system to track patron and public concerns; resolve

discrepancies between center activities, coordinate alignment of academic support services, and communicate results as appropriate.

10. Attend and participate in various meetings; serve as liaison to District staff and outside agencies on matters related to area issues; participate as a member of related boards and committees to represent the District's interests.
11. Monitor the maintenance of the library and learning resources facilities.
12. Manage the preparation, and maintenance of detailed, and comprehensive reports, records, and files regarding project budgets, personnel, facilities, student attendance, and activities; prepare and submit a variety of reports required for state and district use; compile information, conduct surveys, and respond to requests for information.
13. Assists in planning, development, and administration of departmental policies, procedures, and services; implement changes to federal, state, and local policy; analyze and evaluate program compliance updating program as necessary; and participate in program planning and review processes.
14. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

1. Methods, practices, terminology, and procedures involved in the operation of the library and learning resources centers.
2. Library terminology, practices, procedures, and systems, including acquisition, processing, cataloging, circulation, and automation.
3. Principles and practices of supervision and training
4. Office procedures, methods, and equipment.
5. Office productivity computer applications including word processing, spreadsheet, email, and database applications.
6. Library and learning resources-related software and equipment including automation and instructional software.
7. Principles and procedures of inventory and records management.
8. Basic mathematical principles.
9. Basic principles of business letter writing and report preparation.
10. Customer service and public relations methods and techniques.
11. Principles of program planning and program review.

### **Skills in:**

N/A

### **Ability to:**

1. Schedule, coordinate, and chair meetings.
2. Manage conflict between individuals and group members to bring to joint consensus.
3. Learn and apply new information and skills.
4. Analyze fiscal information to develop and maintain budgets.
5. Plan and organize work to meet changing priorities and deadlines.

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6. Understand and carry out oral and written directions.
7. Communicate effectively, both orally and in writing.
8. Exercise initiative and independence of judgment and action.
9. Prepare reports by gathering and organizing data from a variety of sources.
10. Maintains current knowledge of methods and technologies pertinent to the project(s); conduct, and review research studies, and surveys regarding project constituents, clients, and trends.
11. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

## **QUALIFICATIONS AND REQUIREMENTS**

### **Education and Experience:**

1. An bachelor's degree from an accredited institution; AND
2. Two (2) years of increasingly responsible experience coordinating or providing instructional and non-instructional services to adults in a learning center environment, preferably in a community college; OR
3. An equivalent combination of education, training, and/or experience.

### **Licenses and Certifications:**

Travel will be required for this position between District locations. Incumbent will be responsible for securing transportation to assigned locations.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.