

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

LEARNING CENTER SPECIALIST

Salary Range 12

BASIC FUNCTION:

Under the direction of the Dean of Rhetoric & Literacy, performs a wide variety of duties in the Learning Center; assists students, faculty and staff with equipment, materials, services and facilities; performs a variety of duties related to front desk, check-in services and technology; trains and provides work direction to student workers; performs other related responsibilities as may be assigned.

REPRESENTATIVE DUTIES: E = indicates essential duties of the position

- Assists students, faculty and staff at the front desk; assists in receiving and directing phone calls and visitors; reports phone, computer, and facility problems; provides information and directs inquiries and visitors to the proper person or service; provides technical information concerning policies, procedures, rules, regulations and activities (E)
- Recruits, interviews and screens new student workers; trains student workers on computer software applications; maintains records of student work hours, payroll and related personnel files; evaluates student workers' performance; schedules training. (E)
- Plans, schedules and performs technical clerical duties related to assigned function such as compiling information from a variety of sources and preparing reports, flyers and forms as required by the Learning Center or District; communicates with other offices or departments to provide or obtain a wide variety of information; provides cover for front desk or department counter as assigned providing information and assistance to students, potential students, and the general public regarding program services and requirements. (E)
- Operates a variety of equipment related to the Learning Center, including computers and software applications, computer check-in /out system, website, printers, calculators, copiers, audio-visual equipment, and other equipment as required. (E)
- Assists with Learning Center operations; maintains Learning Center in a clean, safe and orderly condition; provides direction to student assistants as assigned. (E)
- Serves as a liaison to campus community groups and organizations.
- Assists in office record keeping and filing activities.
- Opens and prepares Learning Center for daily use; checks printers and photocopiers to assure proper stock and operation.
- Coordinates schedules and room reservations in the Learning Center; assists in communicating to others regarding meetings, appointments, orientations, activities or announcements; schedules meetings, conferences, and interviews for supervisors and others; assembles, types and duplicates required background materials. (E)
- Establishes and maintains confidentiality of a variety of sensitive materials and information. (E)
- Maintains inventory and orders, receives and stores supplies, equipment and materials as needed. Maintains Learning Center materials in assigned locations. (E)
- Assists Tutorial Specialists as needed.
- Other duties as assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school and two years of experience closely related to the duties and responsibilities of the class.

KNOWLEDGE OF:

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Methods and techniques in working with college students and groups.

Principles of training and providing work direction.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Operation of office machines including computer equipment and applicable software.

ABILITY TO:

Direct a team of student workers.

Establish and maintain cooperative and effective working relationships with others.

Deal tactfully and effectively with students, faculty, and staff.

Work independently with little supervision and meet deadlines

Plan and organize work; maintain records and prepare reports.

Maintain confidentiality in all matters as appropriate.

Work a flexible schedule involving evening, weekend and holiday hours.

Operate a variety of equipment including computer terminal, calculator, copier, and printer.

Communicate effectively both orally and in writing.

Read, interpret, apply and explain rules, regulations, policies and procedures.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Trains and provides work directions to student and hourly workers.

No permanent full-time staff to supervise.

PHYSICAL EFFORT:

Requires the ability to exert some physical effort, such as walking, standing and light lifting of 25lbs or less, bending at the waist, kneeling or crouching to retrieve and maintain files.

Dexterity in the use of fingers, limbs and body in the operation of office equipment.

Tasks require extended periods of time at a keyboard.

WORKING CONDITIONS:

Normal office environment.