

## HUMBOLDT COUNTY OFFICE OF EDUCATION

### Cal-SOAP Tutor Services Technician

#### Job Summary

Under the general direction of the Higher Education Pathways Program Manager (Program Manager) and in coordination with Decade of Difference Initiative and Cal-SOAP consortium partners, coordinates the work of Cal-SOAP Academic and College Access Tutors and assists in organizing and conducting activities and events which promote successful college/career readiness, eligibility and enrollment, and performs related work as required.

#### Examples of Duties

**Organization and Support of Academic & College Access Tutors:** In collaboration with the Program Manager, recruit, screen, interview, place, train, observe, assess, guide and direct, and formally recognize tutors. Perform evaluations of applicants' financial aid reports to determine program eligibility. Create and manage tutors' work schedules by aligning college schedules with the tutoring needs of the schools. Support tutors' professional development by assisting the Program Manager in coordinating and presenting trainings which support the tutors in having the skills needed to perform their duties. Ensure tutors are knowledgeable in career and college-access information and adhering to the Cal-SOAP and Humboldt County Office of Education (HCOE) policies and procedures. Work with partnering school sites to insure the quality of tutors' work performance through site visits, performance reports, goal setting, and providing verbal and/or written corrective action when necessary. Meet regularly with tutors at each school, and conducts classroom observations each semester. Monitor and documents tutor activities to ensure fulfillment of grant objectives and other record keeping. With authorization and release, photograph tutors with students (during classroom observations, at events, and at trainings) for promotional use. Provide technical support to tutors to ensure that their student tracking is accurately recorded and stored in a confidential manner. Ensure tutor timesheets and mileage forms are accurate and submitted on-time. Work with HSU Career Center to link and track qualifying Cal-SOAP tutors with work study benefits. Provide Employment Summaries and CRLA Tutor Certificates to tutors at the end of the year and works with Program Manager to conduct the End of the Year Recognition Celebration. Develop an alumni network, using authorized social media and a data tracking system, for speakers, training presenters, alumni to be connected with one another, and tracking future successes as a result of the tutor being in the program.

**Operations:** Work with Program Manager to foster and maintain positive, open and on-going communications and to align philosophies and goals with Decade of Difference, HCOE, Cal-SOAP partners, school sites, and tutors. Participate in consortium partner meetings and serve as the board co-note taker to record meeting minutes. Maintain records in compliance with program and legal requirements. Collect required student data from schools and enters data into Cal-SOAP database, as well as, develop and maintain supplemental tracking and report systems, as necessary. Periodically required to modify daily/weekly work schedule in a reasonable manner to accommodate the needs of the program (e.g. Cal-SOAP Saturday trainings, evening events/meetings).

**College and Career Presentations:** Work with school counselors to identify seniors to be enrolled in Cal-SOAP. Provide monthly college and financial aid information for Cal-SOAP seniors. Present grade appropriate college & career presentations to students at participating schools. Present college & career workshops at events to large groups of students (100+).

## **Education and Experience**

Graduation from high school or comparable demonstration of basic competence; AA/AS degree completion with Bachelor's degree preferred. Prior experience leading, organizing or supervising the work of others is desired; experience with youth preferably in a tutoring or related student support services environment is expected. Applicants must possess a valid CA driver's license, auto insurance, and have access to a reliable vehicle to perform certain tasks related to this position.

## **Knowledge of:**

- Community College, California State University, and University of California eligibility criteria;
- Federal Application for Financial Aid (FAFSA) requirements;
- Career paths and future related educational opportunities for students;
- Effective strategies for successful tutoring support services;
- Active listening, coaching & team building, effective organizational & leadership skills;
- Laws, policies and regulations regarding paid and non-paid employment in a school setting.

## **Ability to:**

Coordinate and assess the work of college students;

Align complex school schedules of college students with school site needs;

Adjust communication style with different populations, such as, college students, middle and high school students, and school/agency personnel;

Maintain appropriate professional relationships with other department staff, school district personnel, secondary students and college students;

Maintain accurate records for program performance tracking and audits;

Develop training materials for college level tutors;

Present to small and large groups with poise, confidence and clarity;

- Provide accurate college admissions and financial aid information to students;
- Read and comprehend policies, procedures, regulations, spreadsheets, texts, catalogs, etc.;
- Communicate effectively via email, telephone, and in person with tact, courtesy and sensitivity;
- Organize work and manage complex projects simultaneously to meet deadlines;
- Follow oral and written directions;
- Work independently and as a member of a team and exercise sound judgment;
- Model the same professional dress code as the tutors, as outlined in the Cal-SOAP Program Handbook;
- Use Google Docs/Sheets/Surveys and Microsoft Office Suite proficiently (i.e. Word, Excel, PowerPoint, & Outlook), and Prezi.

NOTE: This position is required to have a cell phone with reimbursement available based on current HCOE policy amount. These job duties may require sitting for long periods of time while using a desktop computer or completing paperwork.

Range: 37

Personnel Commission Approval: August 9, 2016