University of Wisconsin-Superior
Educational Success Center

Working Title: Tutoring and Testing Coordinator
Hays Hill Title/Level: Associate Student Services Coordinator
Position Reports To: Assistant Director, Educational Success Center
Appointment: Academic Staff, renewable, 100%, 10 months

Position Summary:
The Tutoring and Testing Coordinator serves as a member of the Educational Success Center (ESC) staff. This position is primarily responsible for: managing tutoring services within the Educational Success Center; facilitating low-distraction test proctoring for students with disabilities, proctoring university placement tests; and managing the Supplemental Instruction (SI) program. This position requires occasional early morning, evening, and weekend hours.

Duties and Responsibilities:

Tutoring Services & Supplemental Instruction

- Recruit, hire, train, supervise, and evaluate student peer tutors (in person and virtual) and supplemental instruction peer leaders (total of 20-40 student employees).
- Organize peer tutoring across academic curriculum areas in partnership with faculty and instructional staff.
- Assess student academic needs and recruit and employee secure specific tutors and services, as requested.
- Serve as primary contact for outsourced online tutoring service (contracts, contacts, etc)
- Conduct ongoing trainings, in-service, group and individual supervision meetings, etc.
- Recruit academic courses (course and faculty) for implementation of supplemental instruction program.
- Evaluate student and faculty/staff needs in relation to the SI program and modify SI structure and offerings in response, as appropriate.

Testing Services
• Utilize Symplicity Accommodate web-based disability management software to assist in the facilitation of test proctoring scheduling for students with disabilities
• Schedule and facilitate all ACT and SAT tests that occur on the UW-Superior campus
• Schedule and facilitate all UW System regional placement tests and residual placement tests
• Score and input tests results into PeopleSoft

Other Duties

• Supervise, evaluate, and grade Math Ed 305 tutoring practicum enrollees as student peer tutors.
• Promote the services of the Educational Success Center, Disability Support Services, etc throughout the university through meetings with prospective students, families, and employees.
• Represent the Educational Success Center at various campus events
• Provide one-to-one assistance and guidance to students around topics of time management, prioritization, academic skill building, etc.
• Collaborate with other Division of Student Success employees as well as other divisional colleagues
• Perform other duties as assigned.

Knowledge, Skills and Abilities

• Commitment to serving the needs of nontraditional, first-generation, and low-income students.
• Knowledge and experience working with integrated student information systems, such as PeopleSoft, EAB Navigate, Symplicity Accommodate, etc.
• Excellent interpersonal oral and written communication skills.
• Proficiency with Microsoft Office365 suite
• Ability to effectively collaborate with campus partners: students, faculty, staff, and administrators.
• Ability to work in a multidisciplinary setting and to foster a creative, innovative, positive, fun learning and work environment.
• Ability to coordinate workshops on topics such as time management, academic skill building, notetaking, prioritization, goal setting, etc
• Ability to plan and organize events.
• Ability to work evenings and weekends, as needed.
• Ability to function effectively in stressful and fast-paced work environments.
• Ability to work in a team-based environment with minimal supervision.

Minimum Qualifications:
• Bachelor’s degree from an accredited institution
• At least one-year experience with academic support services, advising, tutoring services, program management, student affairs, student services, or other relevant work experience.

Preferred Qualifications:
• Master’s degree from an accredited institution in education, counseling, psychology and/or related appropriate field.
• At least one year of experience supervising student employees and managing teams