



COMMUNITY COLLEGES OF SPOKANE  
invites applications for the position of:

# Tutoring Support Supervisor (Program Support Supervisor 1)

**SALARY:** \$3,216.00 Monthly

**OPENING DATE:** 01/07/22

**CLOSING DATE:** 01/31/22 04:00 PM

**DESCRIPTION:**

**Community Colleges of Spokane (CCS) District Equity Statement**

Community Colleges of Spokane (CCS) District Equity Statement CCS believes that access to high-quality education in a safe and inclusive environment is the right of all individuals and imperative for the continued advancement of a strong democracy and workforce. We also believe higher education institutions have an obligation to work toward and demonstrate progress in ensuring equity amongst their students, faculty, and staff. Equity is grounded in the principle of fairness. In higher education, equity refers to ensuring that each student receives what they need to be successful through the intentional design of the college experience.

Spokane Community College (SCC) is a beautiful campus set along the Spokane River and near the urban city center of Spokane. Spokane is a mid-sized city in the inland Pacific Northwest with a high quality of life and quick access to the outdoors. In addition to the 148-acre main campus in Spokane, SCC serves over 10,000 square miles in eastern Washington including educational centers in Colville, Newport, Inchelium, and Republic. More information about relocating to/living in Spokane is available here: <http://ccs.spokane.edu/Working-for-Us/Relocation-and-Living-in-Spokane>.

SCC is one of two accredited community colleges that comprise the Community Colleges of Spokane. Serving about 22,000 students, SCC is an educational leader and responsive partner with the community and region to provide access to relevant programs of the highest quality. Offering state-of-the-art career technical programs (approximately 50% of total enrollment) as well as liberal arts/transfer programs (about 25%) and basic education for adults (about 25%), SCC's comprehensive opportunities transform lives and enrich our communities. As a college we are collectively committed to the work that embraces diversity, promotes equity, and fosters inclusion and global awareness at every level of our college.

**Please be aware that this recruitment closes at 4:00 p.m. PST. The application process will not be available after this time. To ensure consideration make sure your application is completed and submitted as soon as possible. Applications will only be accepted prior to 4:00 p.m. on the closing date.**

*The Community Colleges of Spokane is seeking a highly motivated and qualified individual for the position of Tutoring Support Supervisor in the Tutoring Services Department.*

**GENERAL DEFINITION**

Under general direction of the Assistant Dean of Arts and Sciences, the Tutoring Support Supervisor oversees the day-to-day operations of Tutoring Services and supervises work-study students and part-time tutors.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

- Support the Assistant Dean with oversight of the day-to-day operations of Tutoring Services employees, center locations, online tutoring, and supplemental programming. \*
- Recruit, interview, and hire work study and part-time hourly tutors. \*
- Partner with outside college and university work study program managers to recruit, hire, report time, and navigate challenges with work study students from other institutes of higher education. \*
- Supervise (train, schedule, evaluate, and discipline) work study and part-time hourly employees, adhering to all district rules and regulations ensuring efficient operations of Tutoring Services. \*
- Inform and educate tutors about behavior and performance expectations, provide timely and accurate feedback regarding performance, and ensure performance and behavioral problems are corrected promptly and effectively. \*
- Schedule tutors and ensure sufficient hours and staffing for centers and online tutoring. \*
- Maintain manual and electronic filing systems related to tutor hiring, separation, performance, and certification requirements ensuring accuracy of data input into electronic database systems and generating reports as required. \*
- Address student complaints and provide appropriate referrals to internal and/or external resources that serve student needs. \*
- Maintain Tutoring Services communications materials (signage, brochures, posters, flyers, web pages, forms and other materials) and represent Tutoring Services at on and off campus events as needed. \*
- Assist the Assistant Dean of Arts and Sciences with required tutor trainings and presentations. \*
- Monitor resource needs and purchase materials for use in Tutoring Services as needed. \*
- Travel to off-site tutoring locations (i.e. Northern Counties) as needed. \*
- Serve on committees at SCC as requested.
- Model professional decorum and mutual respect in all personal interactions. \*
- Complies with district policy, procedures and directives, state and federal regulations, orders and statute and collective bargaining agreements. \*
- Support and advance the CCS strategic plan, and perform related duties as required. \*

*\* Indicates this is an essential duty.*

This position is designated a bargaining unit position and union membership is no longer a condition of employment.

## **COMPETENCIES & OTHER REQUIREMENTS:**

### **REQUIRED COMPETENCIES (MINIMUM QUALIFICATIONS)**

- Associates degree from an accredited institution. Or an equivalent combination of education and experience that demonstrates the candidate meets all competency requirements for this position.
- Experience as a tutor, Supplemental Instructor, Teacher's Assistant, or similar.
- Experience supervising employees and completing required employee evaluations.
- Knowledge of state and federal privacy laws, rules, and regulations.
- Experience using computers, spreadsheets, databases, and word processing software.
- Ability to interpret and comply with rules, policies, and procedures.
- Excellent customer service skills using both verbal and written communication.
- Ability to work independently.
- Ability to work on and pivot between multiple tasks and handle difficult situations in a calm and professional manner.
- Acceptance of the responsibility to promote the welfare and best interests of students at all times.
- A demonstrable understanding and acceptance of the mission, values, goals, objectives and strategic plan of CCS.
- The ability to perform assigned duties in a manner consistent with applicable laws, regulations and goals of the institution, and community and technical college system.
- Demonstrated commitment to fostering and supporting a teaching, learning and working environment that honors diversity, equity and inclusion.

### **PREFERRED COMPETENCIES (DESIRED QUALIFICATIONS)**

- Knowledge of SCC and district policies and procedures.

- Bachelors' degree or higher from an accredited institution.
- One (1) or more years of experience supervising tutors.
- Experience with recruitment, hiring, and evaluation of staff.
- Two (2) or more years of increasingly responsible experience within a tutoring environment.
- Knowledge of College Reading and Learning Association (CRLA) tutor training and certification

## **CONDITIONS/TERMS OF EMPLOYMENT:**

### **TOTAL COMPENSATION: \$54,035**

Total compensation is an **estimate** based upon adding the following amounts together:

- Base compensation, **plus**
- Current employer-paid health and related benefit contribution rates, **plus**
- Median retirement fund contributions.

The actual total will vary depending upon each employee's enrollment choices.

Person hired must be able to provide acceptable documentation of U.S. Citizenship or lawful authorization to work in the United States. This is an absolute condition of employment. An offer of employment will not carry with it any responsibility or obligation on the part of the District to sponsor an H1-B visa. In addition, the Community Colleges of Spokane maintains a drug-free work environment and prohibits all smoking in the college buildings and state-owned vehicles. Must be able to successfully work in and promote a multicultural work and education environment.

*Prior to a new hire, a background check including criminal record history will be conducted.*

*Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position. Once an applicant is chosen for an interview, they are required to complete and submit a declaration regarding sexual misconduct and investigation per state law.*

Per Governor Inslee's [Proclamation 21-14 \(Download PDF reader\)](#), state employees must be fully vaccinated. For anyone starting employment after October 18, 2021, your vaccine status will be verified at New Hire Intake. Please reach out to [Reggie.Eans@ccs.spokane.edu](mailto:Reggie.Eans@ccs.spokane.edu) if you need information on a medical accommodation or [Macki.Snyder@ccs.spokane.edu](mailto:Macki.Snyder@ccs.spokane.edu) if you need information on a religious exemption.

### **PHYSICAL REQUIREMENTS**

- Work is performed in a normal, temperature-controlled office environment.
- Work is sedentary in nature.
- Frequent use of computer and exposure to terminal screens.
- Visual focus and strain.
- Work in a semi-open office setting with frequent interruptions and background noise.
- Work directly with students/clients.
- Work involves constant interruptions and requirement to answer on demand questions by phone, in person, or electronically.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequent oral and auditory communication with others.

### **CONDITIONS OF EMPLOYMENT**

- Cyclic schedule (less than 12-months/40-hours a week).
- 6-month probationary period; may be extended up to 12 months.
- This position is overtime eligible.
- Proof of COVID-19 vaccination.
- Requires local or regional travel. If using personal vehicle proof of driver's license and car insurance required.
- Criminal background check required.
- May be required to work alternate shift.

**REQUIRED APPLICATION MATERIALS:**

**To qualify for consideration, applicants must meet required competencies and submit a complete application packet, which includes the following:**

- CCS online application.
- Cover letter addressing your qualifications as applied to the responsibilities of this position. \*
- Comprehensive resume. \*
- Names, addresses, and telephone numbers of three professional references.\*
- College transcript(s) if applicable - unofficial/copies of transcripts are acceptable for initial application, official copies must be submitted upon acceptance of job offer.

**NOTE:** All of the above are required to ensure your consideration for this position. **The item(s) marked with an asterisk are required attachments to your application prior to submission.** If you require an accommodation during the application or interview process, please contact HR at [CCS.recruiter@ccs.spokane.edu](mailto:CCS.recruiter@ccs.spokane.edu)

Community Colleges of Spokane does not discriminate in its programs, activities and employment on the basis of race, creed, color, religion, national or ethnic origin, age, sex, marital status, pregnancy, parental status or families with children, status as a mother breastfeeding her child, AIDS/HIV or hepatitis C, honorably discharged veteran status, sexual orientation, gender identity or expression, disability, use of trained guide dog or service animal by a person with disability, genetic information or any other legally protected category. Please direct all inquiries regarding compliance with access, equal opportunity and/or grievances to the Chief Administration Officer, Community Colleges of Spokane, 501 N. Riverpoint Blvd., PO Box 6000, MS 1004, Spokane WA 99217-6000 or call 509-434-5037; WA Telecommunication Relay Services (TRS) 1-800-833-6384 or 7-1-1.

**Native Land Acknowledgement**

*We are honored to acknowledge that the Community Colleges of Spokane, and our main campuses for Spokane Falls and Spokane Community College, are located on the traditional and sacred homelands of the Spokane Tribe. We also provide services in a region that includes the traditional and sacred homelands of the Confederated Tribes of the Colville Reservation and the Kalispel Tribe. The CCS Pullman Center operates on the WSU campus and is located on the ancestral homelands of the Palus people and on the ceded lands of the Nimiipuu (Nez Perce) Tribe.*

*We pay our respect to tribal elders both past and present as well as to all indigenous people today. This land holds their cultural DNA and we are honored and grateful to be here on their traditional lands. We give thanks to the legacy of the original people and their descendants and pledge to honor their stewardship and values.*

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APPLICATIONS MUST BE FILED ONLINE AT:

<http://ccs.spokane.edu>

Position #2021633  
TUTORING SUPPORT SUPERVISOR (PROGRAM SUPPORT  
SUPERVISOR 1)  
MS

CCS HUMAN RESOURCES OFFICE IS LOCATED AT:

501 N Riverpoint Blvd, Suite 125  
Spokane, WA 99217  
509-434-5040

[ccsrecruiter@ccs.spokane.edu](mailto:ccsrecruiter@ccs.spokane.edu)

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**Tutoring Support Supervisor (Program Support Supervisor 1) Supplemental Questionnaire**

- \* 1. Do you have an associates degree (or higher) from an accredited institution Or an equivalent combination of education and experience that demonstrates you meet all competency requirements for this position?

Yes  No

\* 2. Do you have experience as a tutor, Supplemental Instructor, Teacher's Assistant, or similar?

Yes  No

\* 3. Please describe your experience supervising employees and completing required employee evaluations?

\* Required Question