



**Posting Date:** May, 2022

**Position:** Student Support Services Coordinator

**Department:** Instructional Services

**Hours per Week:** 40

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

The College is seeking applicants for a full time Student Support Services Coordinator located in Milwaukee, WI. Alverno College health, disability, and retirement plan enrollment is available to full time employees and eligible dependents. Tuition benefits are available for employees and qualified dependents.

### **Primary Duties and Responsibilities**

*The following information is not meant to be all-inclusive.  
Other duties and responsibilities may be assigned as necessary.*

1. Manage staff of student employees
  - a. Hire, train, and supervise approximately 100 undergraduate and graduate student for academic assistant positions each semester
  - b. Collaborate with faculty to identify qualified academic assistants and their areas of tutoring expertise
  - c. Design, maintain, update, and implement academic assistant new-employee training and professional development programs
  - d. Identify academic assistants' strengths, maintain records of course expertise, and assign appropriate tutoring roles
  - e. Conduct and/or arrange for evaluation and self-evaluation of academic assistants
2. Administer online and face-to-face tutoring support services within in the Locker Tutoring Program
  - a. Coordinate Study groups; collaborate with faculty and academic assistants to establish and monitor study group arrangements
  - b. Coordinate Communication Resource Center (CRC), Daniel M. Soref Science & Mathematics Resource Center (Soref Center), and Academic Nursing Resource Center (ANRC); build Resource Center calendars, schedule academic assistants, and monitor operations
  - c. Coordinate Peer Tutoring Program; establish and monitor one-on-one tutoring arrangements
  - d. Collaborate with Assessment and Outreach Center to identify and schedule academic assistants as proctors, readers, etc.
  - e. Collaborate with nursing Clinical Learning Center Manager to identify, schedule, and train qualified academic assistants



- f. Collaborate with Student Accessibility Coordinator and ESL Coordinator to support students with accommodations
  - g. Promote tutoring support services to students and faculty through presentations, marketing materials, and online content
  - h. Evaluate effectiveness of services and update to meet changing needs of campus programs
3. Manage electronic records for academic assistant and tutee information for all support services
- a. Interact with multiple electronic recordkeeping technologies including TutorTrac, Excel, Google Sheets, etc.
  - b. Monitor accuracy of detailed electronic records, troubleshoot discrepancies, and correct errors
  - c. Manage and track confidential student information while hiring and training student employees
  - d. Train student employees to use TutorTrac and other related record-keeping technologies to log tutoring sessions and payroll records
  - e. Assemble, run, and distribute TutorTrac reports to meet the needs of stakeholders, including faculty, staff, academic assistants, and department director
  - f. Collect, log, and update student employee availabilities, course specialties, and work roles
  - g. Collaborate with Human Resources to process payroll and to ensure the accuracy of student employee work logs
  - h. Manage incoming data in web-based workflows for collecting academic assistant nominations, tutoring requests, etc.
  - i. Prepare annual data and narrative reports for each area of responsibility
4. Perform administrative and college-responsible functions
- a. Attend appropriate department and committee meetings within Instructional Services and the College
  - b. Attend and contribute to cross-curricular and Communication department meetings
  - c. Serve on an ability department
  - d. Participate in college Institute sessions and faculty training series
  - e. Recommend material and book purchases to support student learning
  - f. Assess, review, and provide feedback as part of formal colleague peer review
5. Keep current on support service literature and program development; attend and present at professional conferences, as appropriate
6. Coordinate other limited support functions as needed
7. Perform other tasks as necessary to achieve the College mission

### **Qualifications and Education**

1. Bachelor's degree



2. Superior organizational skills
3. Strong written and oral communication skills, including the ability to communicate professionally and in a timely manner
4. Working knowledge of Microsoft Word and Excel, Google Docs and Sheets, and interactive synchronous communication technologies such as Zoom
5. Strongly prefer experience working with TutorTrac
6. Prefer experience hiring, training, scheduling and supervising student employees
7. Prefer experience with course management software such as Moodle

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion.

---

### **How to Apply**

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

**Please attach your cover letter, resume, and list of references to the online application**

*Alverno College is an Equal Opportunity Employer and committed to workplace diversity*