

**POSITION ANNOUNCEMENT**  
**Madonna University**

**Job Title:** Senior Coordinator for Tutoring Services & Supplemental Instruction  
**Position Status:** Full-time/40 hours per week  
**Department:** Center for Personalized Instruction  
**Reports To:** Director of Center for Personalized Instruction

**SUMMARY**

This position oversees the Tutoring Center and the Supplemental Instruction (SI) Program. Collaborates with faculty and staff in identifying individuals to serve as SI leaders and tutors and the evaluation of services. Coordinates the administration of the center space and functions, academic success workshops, and provides comprehensive learning support strategies to students seeking individualized services. Facilitates the overall academic support of TRIO students in conjunction with TRIO staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Designs and maintains tutor and supplemental instruction CRLA certification, program records, and materials and ensures budget compliance for the department.
2. Develops and executes a comprehensive assessment plan to improve services and supports strategies for traditional and post-traditional students' success.
3. In consultation with the Director, creates and maintains policy and procedures for the program.
4. Prepares statistical reports that inform future offerings and continuous quality improvement of tutoring services.
5. Collaborates with the Director and academic departments to identify courses compatible with the goals of SI based on analysis of collected data.
6. Maintains the tutor/SI management system (WC Online) and provides training on using the system for staff and students.
7. Handles and markets the online tutoring platform (i.e. creates content). Facilitates all online learning management systems and initiatives.
8. Prepares and conducts comprehensive tutor/SI training sessions and observations each term.
9. Completes case management for TRIO students within federal reporting guidelines.
10. Collaborates with faculty and TRIO staff to meet the academic needs of students.
11. Facilitates academic success strategy/skill building workshops throughout the year.
12. Oversees the scheduling of rooms and times for SI sessions.
13. Prepares all communication to promote SI and tutoring offerings including the university course schedule, flyers, webpage notices and any other promotional opportunities.
14. Works with department staff to ensure on-campus office coverage.
15. Serves as chair of the Supplemental Instruction & Tutor (SIT) Faculty Board and other assigned committees.
16. Serves as campus liaison for special events, projects, and institutional committees.
17. Other duties as assigned.

**QUALIFICATIONS**

The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Bachelor's degree in business administration, education, or counseling and/or related field required. Master's degree in student affairs administration a plus. At least two years' experience working in higher education setting and/or an academic support environment is preferred. Ability to cultivate and maintain working relationships with outside stakeholders and vendors. Knowledge of the institutional data system Jenzabar is preferred. Working knowledge of Microsoft Office required.

**TO APPLY: Current employees:** Complete the internal application on **MY Portal >Employee Resources>Human Resources**

### **External candidates:**

- 1) Complete the **application on our website Madonna.edu>Employment>APPLY NOW**
- 2) Email and attach a **letter of intent** and **resume/CV** to **hr@madonna.edu**

**MADONNA UNIVERSITY:** A Catholic institution founded by the Felician Sisters, and guided by the values of St. Francis. Candidates must be committed to excellence in teaching, scholarship, and service, and support the Mission of the University. We are an equal opportunity employer committed to a culturally diverse workforce. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Candidates must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Thank you for your interest in employment opportunities at Madonna University.