



Columbia College
Vancouver, Canada

Since 1936 Columbia College has offered quality educational programs designed to prepare students for university admission. These programs include a university transfer program fully integrated into the BC Transfer System, a secondary program certified by the Province of British Columbia, and a full-time Academic Preparatory English Program accredited by Languages Canada. Thousands of Canadian and international students have progressed through Columbia's programs to successful Canadian universities.

Learning Center Supervisor

Columbia College is looking for a Learning Center Supervisor who will also be responsible for the Testing Coordination.

The working schedule for this position will be **Monday to Friday from 9:00 am to 5:00 pm (35 hours per week)**. The role will be performed in a hybrid model until the winter semester, combining remote and on-campus work.

Start date: **September/October**

SUMMARY:

The Learning Centre Supervisor contributes to the success of Columbia College and its community of learners by providing administrative, systems, instructional and supervisory support to the Learning Centre team and liaising with student services, deans and library, to ensure the effective operation of the centre in the delivery of services. The Learning Centre Supervisor reports to the Director of Student Services.

DUTIES/RESPONSIBILITIES included, but not limited to:

- 1. Performs a variety of administrative support functions to facilitate effective operations:**

- Analyzes, plans, recommends strategies and projects to increase the effectiveness and efficiency of operations and applies these strategies to new or existing activities/services to improve access.
- Analyzes, implements, and revises policies, procedures and processes, and ensures that operations performed by the staff are consistent with Learning Centre and College policies, and
- Records and tracks the activities of the Learning Centre through student attendance, faculty referrals, workshop attendance, computer use and student/faculty surveys. Compiles statistics at semester end for reporting purposes.
- Prepares and manages the Learning Centre budget to ensure adequate provision within budget.

2. Collaborate and create academic skills development programs for international students transitioning into post-secondary education

- Develops learning resources, in collaboration with faculty and staff, in order to meet student needs and course requirements.
- Designs and develops pedagogically effective learning materials for face-to-face, online or blended delivery.
- Develops, with academic staff, the provision of online self-study materials (English handbook).
- Assists the Career Advisor with researching available resources that develop the campus's digital literacy/employment skills.

3. Troubleshoots and ensures that a variety of equipment is maintained in operational condition, liaising with other departments:

- Analyzes, plans and recommends changes with regard to the floor plan, furniture, fixtures, equipment, lighting and signage to increase the effectiveness of physical space.
- Evaluates supply and equipment requirements and reports to student services division.
- Monitors and maintains the successful operation of the online appointment booking system (Bookly).
- Liaises with the Communications Specialist and external web development team regarding the online booking system.

4. Supervises the daily operation of tutors under her/his responsibility:

- Facilitates and fosters a team environment and works to resolve conflict and maintain positive morale.

- Interviews and recommends staff hires for the Learning Centre; provides orientation and ongoing instruction, evaluation, training and development relating to Learning Centre.
- Manages staff work to ensure Learning Centre and college work performance standards are met.
- Establishes and approves staff work schedules and timesheets.
- Maintains consistent communication, both written and verbal, with all Learning Centre staff to ensure consistency with all Learning Resources policy, operations and standards.
- Coordinates staff input into the development, evaluation and revision of Learning Centre procedures.
- Organizes and assigns the daily schedule for tutors to ensure that optimal accessibility and Learning Centre policies are maintained.
- Advocates for both the Learning Centre and tutors to become members of the national writing centre association (CWCA) and receive accreditation from the College Reading and Learning Association (CAS in Higher Education & Council of Learning Assistance and Developmental Education Associations).

4. Performs a variety of tasks related to the provision of services to students:

- Responds to unique and complex requests for services and follows up with appropriate information to the college community.
- Resolves student, employee and public concerns and complaints.
- Provides immediate response to resolve issues regarding new college programs and initiatives and proves best-practice applications related to the Learning Centre and the college community.
- Directs and tracks information collection to support operational decision making, e.g., instructional, services statistical analysis, student access to services and collect usage statistics.
- Implements and supports faculty-led tutoring direction and activities.
- Develop and present LMS workshops for new students during orientation. Respond to student inquiries regarding the student portal.
- Collaborates with other BC college learning centres to increase service accessibility and maintain industry standards (WriteAway and Peer Tutoring Program).

5. Promotes Learning Centre service and programs:

- Markets learning Centre programs through email, website, social media sites, telephone contact, networking opportunities and in-person visits.

- Works with the Student Services department in preparing information regarding Learning Centre services and programs for publications such as brochures, information packages, promotional and advertising copy.

6. Performs other related duties:

- Primary and secondary backup to all positions under his/her responsibility.
- Maintains ongoing liaison with Student Services, Learning Centre, faculty and other College staff in order to facilitate effective operations.
- Opens / closes the Learning Centre.
- Manages furniture and fixtures to ensure a safe environment for Learning Centre staff/faculty and users.

7. Perform additional duties as Testing Coordinator

- The Testing Coordinator organizes all internal placement tests related to the college.
- The TC must work with Admissions and Student Services to set up testing dates and administer/invigilate tests through the term.
- The TC is responsible for recruiting, preparing schedules/duties, and supervising all invigilators.
- The TC is responsible for responding to student inquiries regarding the college's testing practices/policies.

Physical assets/Information management:

- Oversees and maintains equipment including computers, Learning Centre resources, Learning Centre handouts;
- Gathers and reports statistics; assists with developing Learning Centre policy, implements Learning Centre policies; creates and implements procedures; maintains service records;
- Maintains a variety of files and computer records; interprets and applies regulations and procedures; maintains record system for student progress.

QUALIFICATIONS:

- Bachelor's Degree in a relevant discipline with a BC TEAL/TESL – Canada recognized TESL certificate or teaching experience in EAL a post-secondary setting.
- Successful teaching experience at the post-secondary level or experience working with students in a post-secondary writing centre or similar academic support service.
- Experience developing and delivering writing support programs.

- Understanding of the challenges and support needs of post-secondary EAL students.
- Excellent academic and professional writing skills.
- Strong computer skills and the ability to learn new applications, methods, and techniques.
- Excellent interpersonal, teamwork, and leadership skills with a commitment to student service, confidentiality, and tact.
- Ability to exercise sound judgement.
- Excellent organizational, time management and verbal communication skills
- Professional attitude that stresses responsibility for professional growth.
- Ability to work independently while maintaining focus on team policies, procedures and goals.

Salary:

Columbia College offers a competitive salary based on qualifications and experience. The starting full-time salary range for this position is **\$57,357.70-\$66,40.27** subject to experience.

All Columbia College employees are covered by the Columbia College Employment Agreement, which includes full benefits, a generous RRSP plan and vacation once confirmed.

How to Apply:

Please submit your application, including cover letter and resume, through our portal <https://www.myavanti.ca/CareersAtColumbiaCollege/>

Please note that filling out the entire profile is not mandatory in order to upload the required resume and cover letter on the platform.

Application Deadline: September 24th, 2021

We thank all applicants for their interest in the position; only those selected for an interview will be contacted.