

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 and a Secondary Program Certified by the Province of British Columbia. Thousands of Canadian and international students have progressed through Columbia's programs to successful Canadian universities.

## **Learning Center Supervisor (& Testing Coordinator) (Maternity Leave Coverage – 18-Months Contract)**

### **OPPORTUNITY:**

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 Center team, and liaising with student services, deans and library, to ensure effective operation of the center in the delivery of services. The Learning Centre Supervisor reports to the Student Services Manager.

The term of appointment for this position will start in **April 2024** and end in **October 2025**.

### **DUTIES/RESPONSIBILITIES include, 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 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 support Instructional Development Consultant to facilitate student/faculty surveys.
  - Prepares and manages the Learning Centre budget to ensure effective provision within budget.
  - Oversees all payroll-related duties concerning LC staff.

**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, Math, and Sciences handbook).
- Manages academic supports for university transfer students to complete and submit their supplemental applications for admission to major Canadian universities.
- Facilitation of academic coaching for students and relevant materials (one-on-one and group settings).
- Develops and maintains resources for interdepartmental projects (CCStart, CC101, BackonTrack)

**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 floor plan, furniture, fixtures, equipment, lighting and signage to increase 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 Social Media Coordinator and external web development team regarding the online booking system and advertisement of centre's programs and services.

**4. Supervises the daily operation of learning centre staff under their responsibility:**

- Facilitates and fosters a team environment and works to resolve conflict and maintain a 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 time sheets.
- 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).
- Interviews, trains, and oversees operations of all student peer tutors in the Learning Centre for co-curricular record and advocate student employability.
- Oversees and supports operations of Testing and Accommodation Coordinator
- Oversees the development (maintained relevance) of LCS workshops and materials (MPT workshops, fundamental workshops, study session workshops, etc.)

**5. 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 that occur regarding new college programs and initiatives and proves best practice applications as they relate 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.
- Develops and presents Testing workshop for new students during orientation.
- Responds to student inquiries regarding student portal.
- Collaborates with other BC college learning centres to increase service accessibility and maintain industry standards (WriteAway and Peer Tutoring Program).
- Supports Testing and Accommodation Coordinator with testing workshop for new students during orientation and testing needs.
- Collaborate with faculty deans to continue centre's ongoing support of program-relevant needs as well as update on ongoing trends seen within the academic student community.

**6. 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.
- Organize marketing/promotional materials for orientation and welcome week.
- Liaise with faculty to implement class visits with LCS staff.

#### **7. 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.
- Management of up to date LCS information on CC's main webpage.

#### **8. Perform additional duties as Testing Coordinator/Accommodation Coordinator (many duties possibly create new role? Manage/supervise additional staff member)**

- The Testing Coordinator administers and maintains records for all internal placement tests (MPT and LWA) 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 and during orientation.
- The TC is responsible for recruiting, preparing schedules/duties, training, supervision, and payroll for all invigilators.
- The TC is responsible for creating and maintaining the invigilation request schedule, deferred exam, make-up exam and accommodation support schedules.
- The TC is responsible for responding to student and staff inquiries regarding the college's testing practices/policies.
- The TC is responsible for recruiting, preparing schedules/duties, and supervising all invigilators.
- Develop and present Testing workshop for new students during orientation.
- TC is responsible for responding, preparing schedules/duties, and supervising all makeup, deferred, and accommodated assessments for students.
- Liaise with SS staff and faculty to determine appropriate academic accommodations/arrangements to best support students.
- Development of procedures, policies, and best practice to provide equitable and accessible testing resources for students.
- Works with the Learning Centre Supervisor to organize testing support to ensure that student needs are met.

## **QUALIFICATIONS:**

- Bachelor's Degree in a relevant discipline and teaching experience in EAL or a postsecondary setting. Preferred is completed Master's Degree in Education and/or a relevant discipline.
- Successful teaching experience at the post-secondary level or experience working with students in a postsecondary writing centre or similar academic support service.
- Experience developing and delivering writing support programs.
- Understanding of the challenges and support needs of postsecondary 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 management skills with a commitment to student service, confidentiality, and tact.
- Ability to exercise good 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.

## **COMPENSATION:**

In addition to working with an inclusive, progressive group of people, we offer a competitive compensation package which includes:

- \$63,925.52- \$72,270.85 as the starting annual gross salary range, based on full-time hours, qualifications, and relevant experience
- All Columbia College employees are covered by the Columbia College Employment Agreement, including a robust health and dental benefits package, and vacation.
- Fitness and a Professional Development Allowance after completing full-time hours.

## **APPLICATION PROCEDURE:**

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

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

For additional information about the application process, please check [Columbia College Application Process](#)

**Application Deadline: April 12, 2024**

At Columbia College, we foster a culture of equity, diversity and inclusion. The College invites and encourages applications from all qualified individuals, including groups traditionally underrepresented in employment, who may contribute to the further diversification of our Institution.

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