

**NORTH COUNTRY COMMUNITY COLLEGE**  
**23 Santanoni Avenue**  
**Saranac Lake, New York 12983**

**POSITION DESCRIPTION**  
**LEARNING ASSISTANCE CENTER COORDINATOR**

**Job Title:** Learning Assistance Center Coordinator  
**Job Status:** Full-time  
**Department:** Learning Assistance Center  
**Supervisor:** Vice-President for Academic Affairs

North Country Community College (NCCC) is a small community college located in the Adirondack State Park in Northern New York. The main campus is located in Saranac Lake with additional campuses in Malone and Ticonderoga. While the College offers numerous majors, including several occupational programs, the College focuses on a liberal arts education as a foundation for any degree program. Classes are relatively small providing opportunities for a close academic and academic advising relationship with each student.

**General Job Description:** The Learning Assistance Center (LAC) Coordinator provides strategic vision, direction, and engaging leadership for the continued development and advancement of the LAC as a center supporting the academic needs and aspirations of students, with a special focus on students with disabilities and those at-risk academically. In concert with the College community, the LAC Coordinator develops the services, policies and access to resources to support students, faculty and the College mission and ensures that the LAC remains a vital and innovative resource for learning.

The Learning Assistance Center Coordinator oversees all operations of the Learning Assistance Center (LAC) on the campus where they are located and may have teaching responsibilities (depending on the campus). The individual has administrative oversight of LAC employees (including part-time professionals and student tutors), budgeting and scheduling.

The LAC Coordinator is expected to participate in College committee work facilitating the shared governance approach to the management of the College. The LAC Coordinator is a member of a collective bargaining unit and work under a collective bargaining agreement (CBA). The academic work year is 164 days.

This individual will be based on the Saranac Lake, New York campus with potential duties on another of the College campuses as per the Collective Bargaining Agreement.

**Major Duties and Responsibilities:**

1. Provide coordination, supervision, and oversight responsibilities for the LAC including establishing yearly program objectives, including optimum scheduling and staffing patterns that facilitate the academic goals of the College.
2. Development of an annual LAC budget and prudently use those resources to most effectively serve students learning needs.
3. Development and oversight of appropriate Tutoring/Study Groups/Study Coach Services that include:
  - a. Needs identification
  - b. Appropriate matching of tutors/groups/coaches to student needs
    - i. Recruiting tutors
    - ii. Training, supervising, scheduling, and evaluating tutors
    - iii. Delivering tutorials on an as needed basis
  - c. Services that support the needs of all students, including those in online courses.
4. Support students with ADA/504 needs by serving as a liaison with the College's ADA/504 Coordinator to ensure appropriate accommodations are provided within the LAC.
5. Develop and ensure implementation of student success programming strategies by collaborating with various faculty, staff, administrators and/or students to:
  - a. Identify, develop, and deliver student success programming with a focus on academic success (e.g., plagiarism, citation styles, etc.)
  - b. Address academic success challenges for particular at-risk groups including
    - i. Those in academic jeopardy (e.g. Academic Warning, Academic Probation)
    - ii. Those in developmental courses
    - iii. Those requiring ADA/504 accommodations
    - iv. Others (e.g. non-traditional, veterans, etc.)
6. Oversee LAC operations that includes developing, maintaining, staffing, and delivering testing services that supports make-up exams and exams in online courses (where appropriate).
7. Collaborate with appropriate NCCC faculty and staff to implement and oversee a system of assessment/evaluation that includes
  - a. Tracking LAC usage to assess impact of services
  - b. Developing additional strategies to assess/evaluate service delivery and outcomes
  - c. Using data to help establish program goals and drive services including delivery, development, and retirement of services
8. Oversee the LAC's academic computer resources area by
  - a. setting hours and policies of the lab, in consultation with the VPAA, and in collaboration with appropriate personnel
  - b. working with Information Technology to ensure that the computer resources (hardware and software) are appropriate to support the academic needs of the area

9. Regularly inform the college community of resources and opportunities available via a number of different mediums. These should minimally include:
  - a. classroom presentations
  - b. college website, student and faculty portal
  - c. participation in orientations, new student registrations, etc
10. Engage in professional development activities that includes remaining current in those academic support areas that can include learning styles, developmental education, and supporting students with accommodations.
11. Maintain regular LAC hours of operation to be determined in consultation with the Vice President for Academic Affairs. In general, hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday. These hours may be modified as the need arises.
12. Serve as academic advisor to students, especially those with identified disabilities and/or developmental needs.
13. Serve on College committees and participate in College Governance.
14. Contribute and participate in outside activities to help promote goodwill and service.
15. Develop with supervisor and maintain a professional growth plan.
16. Conduct oneself in a professional manner promoting good relations with college employees, students, parents, local community members, jurisdictional representatives and visitors.
17. Maintain an awareness of and function within the current requirements of the NCCC Rights and Responsibilities, Equity Action Plan and Drug Awareness Plan and other related employment requirements as outlined in the current NCCCAP Collective Bargaining Agreement (CBA).
18. Be cognizant of and maintain appropriate behavior as outlined in all College policies.
19. Perform other duties as assigned by the Vice President for Academic Affairs or a College Officer.

**Principle Performance Requirements:**

1. Provide leadership, direction and oversight for all operations of the specific LAC one is assigned to, including staff and services.
2. Develop and tend to the LAC services, policies and access to resources to support students, faculty and the College mission.
3. Preparing, monitor and operate within the LAC budget on an annual basis.
4. Participate in the life of the College including involvement in shared governance and other areas of service.
5. Effectively work with diverse groups across the College community.
6. Possess and exercise strong written and verbal communications skills as well as strong interpersonal skills.

**Qualifications for the Job:**

1. **Education:** Master's degree in Education, Counseling or a related field.

2. **Experience:** Five years of higher education experience providing learning assistance/ supports to students, or related experience required. Experience working/teaching at a community college preferred.

**Key Competencies:**

1. Strong verbal and written communication skills.
2. Strong interpersonal skills.
3. Attention to detail.
4. Instructional knowledge, skills, and abilities.
5. Knowledge of student advising.
6. Responsiveness, timeliness, and professionalism.