



MENDOCINO-LAKE COMMUNITY COLLEGE DISTRICT

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Application Deadline: February 21, 2020; 5:00 p.m.

LEARNING CENTER ASSISTANT

12 months/year; 40 hours/week

Full Benefit Package: Health, Dental, Vision, Prescription, Life Insurance; fully paid by the District Retirement Plan with CalPERS

BASIC FUNCTION:

Under direction of their supervisor, assists the functions and daily operations of the Learning Center, monitors tutoring services, other instructional activities, performs a variety of clerical duties, supports students, faculty and staff with using computer & software, communicates services and support available on campus and online.

REPRESENTATIVE DUTIES:

Promotes a positive and supportive learning environment for students; welcomes students, faculty and the general public, conducts Learning Center tours, answers student and faculty questions, addresses noise issues, enforces rules as necessary, maintains student work areas, keeps bulletin board and whiteboard information current, receives and screens visitors, telephone calls and mail.

Demonstrates and monitors procedures for signing in and out of the Learning Center; monitors tutoring services and attendance, other instructional activities in the Learning Center.

Informs the general public, students, faculty and staff about placement policies, implementation procedures.

Monitors and provides assistance with using computers, software, other technology equipment and the internet.

Reports malfunctions of computers and other equipment; schedules the use of certain equipment, maintains related records and operates a variety of office machines equipment, including a computer and related software, calculator, copier and others as applicable.

Collects tutor employment forms, tutor timesheets and tracks positive attendance.

Under the director's supervision, communicates with faculty, staff, students, vendors, and other organizations to exchange information, coordinate activities, and resolve questions and issues.

Proctors and schedules Disability Resource Center (DRC) approved exams, make up exams and certain online exams, informs faculty about related policies and procedures.



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Proctors outside exams for other colleges and collects appropriate fees.

Prepares and maintains a variety of correspondence, reports, documents, forms, and other related materials; establishes and maintains filing systems, maintains budget records, creates purchase orders for equipment and supplies and PAFs for hiring all Learning Center employees.

Trains and provides work tasks and direction to student workers, tutors and performs other duties as assigned.

Supports faculty coordinating office hours, learning support labs and assists with supporting Student Athletes.

Attends meetings and workshops as directed.

Work flexible hours.

QUALIFICATIONS:

Knowledge of: Excellent customer service skills and service; strong computer skills (Excel, Word, PowerPoint, etc.); up-to-date office practices, procedures, and equipment; recordkeeping techniques; correct English usage, grammar, spelling, punctuation, vocabulary, and basic arithmetic; basic office organizational skills; interpersonal skills using tact, patience, and courtesy; reception and telephone techniques and etiquette; and strong verbal and written communication skills.

Ability to: Assist with tutoring services and other instructional activities and learn the resource materials available in the Learning Center; learn, apply, and explain Learning Center policies, procedures, rules, and regulations; maintain manual and computerized records and files; work confidently with discretion; communicate effectively both verbally and in writing; meet schedules and timelines; plan, organize, prioritize, and schedule work; prepare correspondence, reports, and other materials; review situations accurately and determine effective actions according to established guidelines; complete work with interruptions and distractions; and operate a variety of office machines such as: computer, printer, copier and other tech devices.

EDUCATION:

AA degree preferred

WORKING CONDITIONS:

Learning Center environment; subject to interruptions and distractions.

Physical demands include sitting, standing, reaching, bending, walking, and occasional light lifting (up to 15 lbs.).



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ASSIGNMENT/SALARY/BENEFITS: The monthly salary range is \$3,533-\$4,419 over five years. Twelve days of vacation leave and sick leave are earned each year. Vacation leave increases with the length of service. Family medical, dental, and vision benefits and employee life insurance are provided. There are 19 paid holidays annually.

APPLICATION PROCEDURE: By February 21, 2020; 5:00 p.m., submit the following materials, as a package, to Human Resources, Mendocino College, 1000 Hensley Creek Road, Ukiah, CA 95482. These materials may also be scanned and submitted electronically via email to Human Resources at HRrecruiting@mendocino.edu or faxed to 707-467-1023.

- Completed Mendocino College Non-Academic Application and Voluntary Applicant Survey: <https://www.mendocino.edu/college/employment/employment-application-forms>
- Cover letter, including relevant work or educational experiences as it pertains to the representative duties of this position
- Resume
- Contact Information for 3 professional references (no letters please)

Incomplete application packets will not be forwarded to the selection committee.

Interviews are by invitation only.

The college does not reimburse applicants for related travel expenses.

THE COLLEGE: Established in 1973, Mendocino College, a Hispanic Serving Institution, is a vibrant and inclusive academic community, rich in culture, creativity, diversity, and technology. A fully accredited two-year community college, the District serves more than 5,000 students across four locations in the greater parts of Lake and Mendocino Counties. Complete with a friendly small-campus academic setting and a respectfully collaborative work environment, Mendocino College prepares students for a future of innovation and success.

The beautifully landscaped main campus is located in Ukiah, California. With views of oak-covered hills, sprawling vineyards, and distant mountains, the 127-acre campus is equipped with a state-of-the-art Library/Learning Center, high-tech Nursing Facility, and Student Center. The college operates two fully equipped centers in Willits and Lakeport, conveniently providing our valued students with quality instruction, academic support and administrative services in neighboring communities. In 2016, Mendocino College expanded its services to the coast, acquiring an established college center in the city of Fort Bragg.

With a comprehensive curriculum and engaging instruction, Mendocino College provides a wide variety of degree, certificate, transfer, occupational, and basic skills programs. Mendocino College students



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learn in a nurturing and supportive environment enhanced by small-sized classes, personalized academic advising, and several hundred dedicated faculty and staff.

THE COMMUNITIES: Mendocino and Lake Counties include some of California's most picturesque landscape. Because of the geographic location, climate, and natural beauty, Mendocino and Lake Counties attract many visitors. Agriculture, timber, and tourism industries form the economic base of the area with some light manufacturing. Mendocino County has a long and colorful history as a premium grape-growing region within the state's famous North Coast wine country, while Lake County is noted for its pear production and as an attractive spot for retirement and vacationing. A relaxed and friendly lifestyle is characteristic of our communities. Recreational opportunities abound for water skiing, swimming, fishing, boating, sailing, camping, hiking, tennis, and golf.

Mendocino College welcomes applications from all qualified candidates who demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of our community college students.