



Wingate University Open Position Description

Position Title: Assistant Director of the Academic Resource Center for Tutoring and Supplemental Instruction

Position Location: Wingate Main Campus

Position Summary: Supports the Executive Director with the operation and delivery of services in a thriving Academic Resource Center that includes tutoring, writing center, student success, and disability support services. Provides leadership, supervision, coordination, training, and day-to-day operations of the Tutoring and Supplemental Instruction program. Supports the other functions of the Academic Resource Center through student assistance, program development, and a strong team ethos.

Duties and Responsibilities:

- Manage all tutoring services including: hiring and training over 100 peer tutors and supplemental instruction leaders in collaboration with faculty referral process. Troubleshoot issues and assess needs related to tutoring.
- Meet and deliver Level I, II, and III training to peer tutors to assist in their development of practical learning strategies and effective ways of supporting our students. Maintain University *College Reading and Learning Association's* (CRLA) certification.
- Develop and deliver pre-service and in-service training that meets the CRLA standards for the training of Peer Tutors and *International Center for Supplemental Instruction's* standards for SI Leaders.
- Oversee student employee budget responsibilities for the Academic Resource Center, including all functions related to the student wages budget using the ADP and Tutor Trac systems to verify hours worked for all offices in the ARC (approximately 150 student workers including Writing Center and ARC tutors, Supplemental Instructors, welcome desk workers, note takers, and any other student workers). This includes managing hiring paperwork submission to the Human Resources and Financial Aid offices.
- Develop student leadership team to support and help manage the respective programs (Lead Tutor/SI Coordinator) as well as provide student staff assistance in evening hours.
- Develop and maintain faculty relationships to assist with the referral process and work to meet their specific learning assistance needs.
- Maintain the TutorTrac system overseeing semester upload process, tutor schedules, attendance databases, and facility usage to assess current and future needs of the Academic Resource Center.
- Promote the services of the Academic Resource Center, including Peer Tutoring and Supplemental Instruction to prospective and current students through social media, presentations, and outreach activities.
- Oversee the WUStart and WUTurn lyceum series each semester. Offer success seminars to students dealing with academic or personal skill building.
- Meet with students as requested to assist in their development of personal education plans.

- Provide early intervention support for a specific caseload that will be assigned.
- Collaborate with other campus partners to innovate and expand our offerings as needed to meet the needs of our students.
- Support the Early Alert program by responding to assigned alerts and helping at risk students. Reach out to faculty at various times in the semester to request timely information.

Qualifications and Experience:

- Master’s degree required in education/special education, higher ed administration, developmental education, college student personnel, or related field.
- 2-4 years’ experience in a university academic services or student life required.
- Previous experience as a tutor or supplemental instructor; or overseeing learning support programs preferred.
- ITTPC Master or Advanced tutor certification preferred
- Knowledge of higher education theory and best practices in learning
- Proficiency with computer and office applications
- Must be able to work both independently and collaboratively at times
- Must be able to prioritize student needs and provide a supportive environment to students in crisis.
- May be required to work some evenings and weekends.

COVID Protocol: At this time Wingate requires employees to identify/disclose if they are vaccinated or unvaccinated and if unvaccinated, employees must comply with mandatory weekly COVID testing at the University Health Center or a testing location of their choice.

Founded in 1896, Wingate is one of the fastest-growing independent universities in the state, serving more than 3,400 students on three campuses. We emphasize faith, knowledge, and a spirit of service in all our programs, regardless of the field of study. At Wingate, we are committed to an inclusive and welcoming environment for working, learning, and living. As an equal employment opportunity employer, we respect each individual and support the diverse cultures, perspectives, skills, and experiences within our workforce. Wingate’s main campus is located on 400 acres of beautiful landscape and only 25 minutes from the Charlotte metropolitan area. Learn more at www.wingate.edu

Interested candidates should submit the following to Human Resources at careers@wingate.edu.

- 1) Resume
- 2) Cover letter expressing interest in the position
- 3) Names and contact information of three references

EQUAL OPPORTUNITY EMPLOYER: Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person’s race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act and its amendments. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability or veteran status.