

Miles Community College
Learning Center Instructor

Department: Student Services

FLSA Status: Non-Exempt

Work Schedule: Full time, 9 month

Positions Supervised: Student Tutors

Job Status: Grant Dependent

Reports To: Director of Student Success and Retention

Amount of Travel Required: Occasional

MISSION FULFILLMENT

This position advances Miles Community College's mission by preparing adult learners for success through equitable access, quality instruction, workforce preparation, and community partnerships. The Learning Center Instructor provides inclusive, learner-centered instruction that supports student success, career readiness, and lifelong learning. Aligned with the goals of the Workforce Innovation and Opportunity Act (WIOA) Adult Education and Family Literacy Act (AEFLA), the position promotes academic skill development, digital literacy, workforce readiness, and career pathways advancement through integrated education and training practices. By collaborating with employers, workforce agencies and WIOA core partners, the Learning Center Instructor strengthens community partnerships and supports regional workforce needs while contributing to MCC's Commitments to Student Success, Workforce Development & Lifelong Learning, Institutional Excellence, and engaged communities.

POSITION SUMMARY

Teach or instruct out-of-school youth and adults in developmental education classes, preparatory classes for the High School Equivalency Test, literacy, digital literacy, and aid in career preparation or English as a Second Language instruction. Tutor and provide general academic and study skill support to college students in a variety of subjects, to include basic advising functions and navigation of college academic policies and procedures. Teaching and/or tutoring may take place in a traditional classroom or via remote delivery, on an individual basis or a group setting. This position is a full-time academic year position, with very minimal part-time requirements in the summer months to support college new student orientations.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Instruct adult students in basic skill development, High School Equivalency preparatory content, digital literacy, or English as a Second Language. Instruct or tutor students individually and in groups, using various teaching methods such as lectures, discussions, and demonstrations.
- Provide tutoring to adult education and college students as needed, and train and supervise college student peer tutors.
- Advise adult learners and MCC college students on career and college readiness skills and options.
- Provide ad hoc academic advising and advise a pool of college students, as needed per Vice President of Academic Affairs and Vice President of Enrollment Management and Educational Support Services
- Assist college students in navigating and provide student support for various campus programs and educational platforms, including the student information system, Canvas learning management system, electronic textbooks, and Office365.
- Support the Director of Student Success and Retention in providing services and monitoring the progress of college students registered with Disability Support Services, as well as college students in academic warning or suspension status and send Academic Student At Risk Reports.

- Evaluate adult students and select individualized programs. Adapt teaching methods and instructional materials to meet adult students' varying needs, abilities, and interests. Observe and continually assess students' work to determine academic growth and make adaptations to instruction based on evaluation. Provide suggestions for improvement.
- Maintain accurate and complete student records as required by laws or administrative policies, and maintain accurate site data for state reporting purposes.
- Enroll adult students in the Montana Department of Labor and Industry (DLI) adult ed program and explain program requirements and track hours.
- Assist students who are ready for HiSET testing with the HiSET registration process. Communicate with the HiSET Chief Examiner as needed.
- Administer college placement exams, CLEP tests, accommodated tests for college students with disabilities, and other proctored tests as needed and as determined by the Director of Student Success and Retention, to include assistance with maintaining software updates for electronic testing services.
- Participate in group review and adoption of new books, materials, and software to be used in the Center.
- Annually Review and comply with the Montana DLI Assessment Policies for WIOA Title II AEFLA.
- Correspond with Adult education students and outside agencies, including WIOA partner agencies, via phone calls, email, Zoom, and texting as needed.
- Schedule and administer in-person and remote assessments, orientations, advising and tutoring via Zoom or other platforms.
- Other duties as assigned by the Director of Student Success and Retention, Vice President of Enrollment Management, or Vice President of Academic Affairs.

POSITION QUALIFICATIONS

Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.

- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.
- Assessment - Assesses annual performance and works closely with the institutional research and enrollment management team.

Education: Bachelor's Degree in education or closely related field required. Active Montana teaching license preferred.

Experience: Two to four years related experience in teaching or tutoring. Interest in working with adults to improve their basic skills, commitment to alternative educational opportunities including the HiSET program. Ability to relate to and converse with people of diverse backgrounds and educational levels. Must be able to multi-task in a busy environment and solve problems independently. Strong technical computer skills, including familiarity with Microsoft Office Suite. Experience with a student information/educational management system or database and experience utilizing electronic or virtual tools for instruction preferred.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ **DATE** _____

REVIEWED BY (EMPLOYEE SIGNATURE) _____ **DATE** _____

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.