

Duties and Responsibilities:

Request for Program Services

- Review Project ASSIST semester contracts submitted by students to determine tutoring needs
- Enter student/tutor request information into Excel spreadsheet
- Organize tutor information into Excel spreadsheet
- Discuss questions about PA contract with student and/or disability services coordinator
- Manage student/tutor files and pairings on H: drive as matches are completed
 - Arrange and monitor student/tutor folders, with PA contracts, on H:Drive
- Notify students and tutors of contact information via Microsoft Outlook

Recruitment of Tutors

- Determine tutor needs on semester-by-semester basis
- Determine tutors that have reapplied from previous semester; confirm employee status for new semester
- Review applications and qualifications of tutor applicants
- Schedule interviews with potential tutors to review qualifications
- Conduct outreach efforts through various sources such as Job Fair, email, student organization contacts, professors, Hawk Jobs, and campus flyers

Hire

- Develop questions for new student employee interviews
- Conduct interview with individual tutor based on review of application, unofficial transcript and prepared questions
- Explain the services provided by the Center for Students with Disabilities and the Project ASSIST program
- Review the duties and responsibilities of tutors affiliated with Project ASSIST
- Distribute hiring packet to new tutors; review packet with tutor
- Explain required tutor trainings to be completed (department, integrity and sexual harassment training)
- Recruit and assign drop-in tutors for each semester

Training

- Develop group tutor training for new tutors
- Recruit/train tutor alum who can run the tutor trainings
- Schedule tutor training dates/times and reserve conference room
- Develop and update training for ongoing tutors in such areas as integrity, assistive technology, roles and responsibilities, etc.
- Update D2L site with resources and training information

Communication

- Email students with contact information of assigned tutors
- Provide resource and referral information to employees and students as needed
- Meet with tutors and students to answer questions or address concerns as needed
- Follow-up with DVR counselors on a monthly basis via e-mail to update on student usage
- Facilitate program evaluation with tutors and students at the end of each semester
- Communicate and meet with Senior Leadership on regular basis

Other Responsibilities

- Supervise the day-to-day work of drop-in tutors, individual academic tutors and students
- Supervise the scheduling of tutor/student pairings and drop-in tutor schedule with logistics
- Consult with Senior Leadership regarding daily operations/staffing issues
- Implement appropriate/approved disciplinary action if needed
- Provide quality customer service by investigating and resolving student and tutor concerns
- Participate in pre-enrollment meetings with prospective and new students (if asked)
- Manage contracts and assist CSD Staff with billing process as needed
- Review student needs and make recommendations for developing, implementing, improving, and expanding Project ASSIST services and policies
- Prepare monthly reports
- Determine need, acquire bids and process requests for new resources if needed
- Update program data on regular basis, including information found on D2L and the H: drive as well as resources in the PA Lab
- Develop/maintain relationships with campus departments (Career and Leadership Development, various Faculty and Staff, Academic Support Center)
- Educate staff regarding University, city and state policies and rules and regulations related to the Project ASSIST program
- Other duties as assigned

Expectations and Required Skills:

General:

- Excellent Oral and Written communication
- Ability to prioritize, manage time, and organize
- Professionalism at all times
- Advocacy for individuals with disabilities
- Knowledge of UW-Whitewater and City of Whitewater resources
- Proficient in data processing/management (Outlook, Word, Excel, Powerpoint)
- Ability to work a minimum 20 hours per week
- Flexibility with schedule and work duties
- Availability– especially during periods of employee training and start/end of semesters (Opening Horizons, STP, Fall Orientation, Move In Days, Graduation (Winter/Spring))
- Ability to work independently as well as part of a team

Skills:

- Provide quality customer service to students, parents, and faculty/staff.
- Understand and follow oral and written instructions – Ask questions when clarification is needed
- Work cooperatively with University employees, students and the public
- Professional oral and written communication
- Knowledge (willingness to learn) about assistive technology software/devices
- Evaluate staff for compliance with safety standards

Benefits:

- Monthly Stipend
- Flexible schedule
- Vacation time
- Health Insurance
- Professional development opportunities

Graduate Assistant Signature: _____ Date: _____

Revised 6/19/13