**Title of Position:** Tutor

**Division/Department:** Learning Support Services

**Job Duties**

* Encourage independent learning by providing tutorial assistance to students in the Learning Commons
* Provide tutorial assistance to students by walking the Learning Commons floor, being easily accessible and available for student questions
* In response to students questions the incumbent identifies the nature of the problem and handles or refers as appropriate (the incumbent refers any questions related to new content to the faculty member(s) and any problems beyond the basic level to the technologists)
* Explains instructions provided in workbooks
* Explains instructions provided by faculty members
* Explains procedures related to the specific task at hand (90%)
* Load paper in printers, clear basic printer paper jams, select printers, clear individual print queues, remove print jobs, demonstrate manual printing (5%)
* Report issues of concern to Learning Commons staff using appropriate issue reporting procedures (e.g. completing shift log when opening facility on weekends and at the end of evening and weekend shifts; e-mailing full time staff with issues, concerns or questions regarding processes to be followed; reporting hardware problems identified on shift) (5%)
* In the absence of the technologists may, on occasion, answer general questions about the Learning Commons facility from outside individuals or groups

**Qualifications**

* Must be currently enrolled in a program of study and be attending scheduled classes
* Possess an overall average of 80% and/or a recommendation or endorsement from a faculty member
* Demonstrated competence in a technology-based facility through successful completion of a computer-based screening process
* Demonstrated exceptional interpersonal and team skills
* Interest in helping other students
* Excellent communication and interpersonal skills
* Ability to exercise sound judgment

**Additional Information ie special equipment or travel**