ASC Tutoring Front Desk Leader Position Description

FDLs assist with the day-to-day operations of the two ASC Tutoring Labs (LLB and ERG) by managing the front desk where students check in, the operations of the lab, and student-worker staff. FDLs serve as a primary point of contact for students and staff while they are on shift. The primary responsibilities of this position are to ensure students check in, manage the lab, ensure students are receiving tutoring, enforce policies with staff and students, and communicate & collaborate with colleagues. FDLs are also responsible for tutoring outreach, informing students about relevant resources if tutoring cannot help them, and assisting with any other assigned administrative tasks for the ASC Tutoring Labs. FDLs are required to create a positive, welcoming, and professional peer-to-peer learning environment. FDLs are also viewed as peer mentors and, as such, are expected to set examples for other student workers and students using tutoring services in professionalism. For more information, please email tutoring@unlv.edu.

The primary role and responsibilities of the Front Desk Leader position include (but are not limited to):

● Complete assigned virtual training in REBELearn
● Be on time for shifts, be alert, and be professional
● Provide a positive learning environment
● Properly open, close, and manage the front desk throughout your shift
● Assist with the day-to-day schedule (if a tutor is absent, calls in, etc.)
● Properly check students into the tutoring lab(s)
● Enforce policies
● Manage the tutoring space (be aware of what tutors and students are coming/going to make room if needed)
    o In addition, FDLs and tutors should not provide academic advising (recommending students add/drop courses, etc.) or recommend students to websites that facilitate academic dishonesty (like CourseZero or Chegg); this is a rule violation
● Distribute and enter surveys
● Serve as a role model for students and tutors
● Communicate issues or concerns with the GA Program Lead or Assistant Director
● Know/understand/become familiar with the Tutoring Staff Manual
● All staff will be required to take at least 6 credits AND achieve at least a 2.75 GPA for each semester and a 3.0 cumulative GPA. If the minimum required GPA is not met, the staff member will be subject to "probationary" status and must demonstrate academic improvement in the following semester, or the employee will be subject to termination
    ● Practice safety and follow the COVID-19 protocols: https://www.unlv.edu/coronavirus
    ● Practice conflict management and de-escalate any issues that arise.
    ● Manage the lab and maintain its general operations.

- Follow opening and closing procedures for in-person and virtual tutoring labs.
- Maintain current information on Academic Success Center policies and procedures and ensure all using tutoring services are compliant.
- Be knowledgeable of other UNLV academic resources and assist students with finding the appropriate help.
- Ensure students are receiving tutoring services that follow the Academic Success Center's mission and vision statement.
- Follow appropriate protocols and reporting procedures as outlined by employee manuals, posted policies, and direct supervisors.
- Communicate and collaborate with colleagues while maintaining a positive and professional attitude.
- Engage with other UNLV staff and faculty such as library workers, campus security and police services, and other outside departments.
- Be reliable and professional by showing up on time for scheduled shifts, opening and closing services in timely manners, following appropriate shift change protocols, and maintaining on-call responsibilities when needed.
- Utilize interpersonal and intrapersonal communication skills with all student workers.
- Maintain inventory of tutoring lab supplies by completing regular inventory counts, follow appropriate chain of communication for placing orders, and ensuring supplies are being utilized for tutoring purposes only.
- Answer the phone in a professional manner, assist callers by answering their questions, and diverting their inquiries to the appropriate source if necessary.
- Routinely check, respond, and regulate tutoring email accounts
- Other projects and duties will be assigned
    - If an FDL does not follow the rules or responsibilities, further disciplinary action can be taken, up to and including termination.