Program & Operations Manager (Hybrid)
Description: The Office of Undergraduate Education invites applications for a Tutoring Manager in the Tutoring and Academic Support unit at the Georgia Tech-Atlanta campus. This position will manage the day-to-day operations for peer tutoring programs, including the drop-in tutoring, 1-to-1 tutoring, and learning assistant programs in Tutoring and Academic Support.

Specific job responsibilities include:
- Develop and maintain peer tutoring programs, including collaborations with campus partners in other tutoring programs on campus
- Meet regularly with tutor mentors, manage tutor appointment scheduling needs
- Oversee the operations of the tutoring center in Clough Commons, which may include some evening hours and schedule flexibility to meet the needs of the center
- Oversee the scheduling and implementation of drop-in tutoring help desks with departmental partners
- Oversee the learning assistants, meet regularly with LA mentors, and facilitate
- Promote innovation in online tutoring methods, training in inclusive practices, and stay up-to-date on best practices in peer tutoring
- Coordinate hiring and related onboarding tasks for tutors and learning assistant student staff
- Contribute to instruction of peer educator training course
- Contribute to program assessment and budget reporting
- Contribute to accuracy of website content and schedule tracking software (currently TracCloud)
- Contribute to other events, workshops, marketing, and reporting tasks as needed by the Director

Required qualifications:
- Bachelor's Degree or equivalent combination of education and experience
- Four years of job-related experience
- Proficiency with Microsoft Office 365 services

Preferred qualifications:
- Master’s Degree in science, engineering, or higher education administration fields.
- Tutor and/or Tutor Trainer certification from Association for Coaching and Tutoring Professionals (ACTP) or College Reading and Learning Association (CRLA) certification.
- Four (4) years prior experience in providing academic services to students in a higher education environment.
- Experience working in Supplemental Instruction or tutoring programs.
- Experience and knowledge of academic success programs and scheduling software, student information systems, and university procedures.

Application Review will begin October 2, 2023. Apply at GT Careers position 263382 (https://hr.gatech.edu/careers).
About Us
The Georgia Institute of Technology (Georgia Tech) is one of the nation's leading research universities, providing a focused, technologically based education to more than 40,000 undergraduate and graduate students. Georgia Tech has many nationally recognized programs, all top-ranked by peers and publications alike, and is ranked in the nation's top ten public universities by U.S. News and World Report. It offers degrees through the Colleges of Architecture, Computing, Engineering, Sciences, the Scheller College of Business, and the Ivan Allen College of Liberal Arts. As a leading technological university, Georgia Tech has more than 100 interdisciplinary research centers that consistently contribute vital research and innovation to America's government, industry and business. Visit www.gatech.edu.

Under the leadership of the Vice Provost for Undergraduate Education, the Office of Undergraduate Education (OUE) challenges students to become accomplished learners who are able to make meaningful connections among work, study, and community. We connect curricular and cocurricular offerings to support students in developing a strong foundation for success, during college and after. We do this through the efforts of our faculty, professional staff, and students, and we strive to create and maintain a welcoming, respectful, and inclusive educational and work environment.

Tutoring & Academic Support, a unit of the Office of Undergraduate Education, is where students take academic achievement to the next level. TAS services support undergraduate students in achieving their academic goals through a range of both personalized and campus-wide initiatives that foster self-regulated learning, enhance academic skills, and create opportunities for leadership and continued development within and beyond Georgia Tech's rigorous environment. To learn more, visit www.tutoring.gatech.edu.

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