Study Center Student Manager Position Description

The Position:

Study Center Student Managers are viewed as exceptional student leaders and are significant to the River Falls community. We believe Student Managers provide wonderful motivation and act as role models to their fellow tutors and peers. As a Student Manager at UW-River Falls you will work with individuals, groups, including staff, and faculty on a regular basis to promote our mission and work toward unit goals.

Supervisor(s): Tutoring Manager & Tutoring Coordinator

Pay Rate:
- $15 per managing hour (5-10/week)
- $10 per tutoring hour

Minimum Qualifications:

Study Center Student Managers are selected on the basis of leadership, assertiveness, academic skill, character, and the ability to communicate exceptionally well with others. Student Managers are expected to have extensive knowledge the tutoring program and the ability to motivate, inspire, and lead a team toward a central purpose.

- Current student at UW-River Falls
- Minimum 3.0 GPA
- Faculty recommendation from specific department
- Strong written and oral communication skills
- Good standing with the university

General Responsibilities:

- Communicate effectively and in a timely manner with Coordinator
- Day to day managing of the Study Center
- Communicating with the department faculty

1) Student Manager Schedules
   Must be included on the Study Center posted schedule for both student manager and tutor hours. (Please review the tutor position description)
   a) Must get approval from Tutoring Coordinator for any changes to center hours.
   b) All hours need to be within the help center’s operating hours.
   c) All timesheets must correctly reflect hours worked.
2) Tutor Schedule Responsibilities
   a) Ask their tutors to enter their semester availability into WhenToWork before the semester ends.
   b) Complete shift schedule for the semester in the WhenToWork system by the first week of classes.
   c) Submit list of tutors leaving or graduating to Tutoring Coordinator.
   d) Work with Tutoring Coordinator to recruit and interview new tutors.
      - They must submit an application and recommendations at [http://www.uwrf.edu/AcademicSuccess/Tutoring/tutors.cfm](http://www.uwrf.edu/AcademicSuccess/Tutoring/tutors.cfm) as well as complete the HR paperwork in the ASC office.

3) Timesheet Responsibilities
   a) Deliver signed schedules to the Academic Support Center by 4pm on Friday at end of time period.
   b) Regularly remind tutors that they need to complete timesheets by every other Friday at 4pm.
   c) Respond to emails quickly regarding hour discrepancies on tutor timesheets to rectify the problem as quickly as possible.

4) Tutor Training
   a) Need to train all new tutors before/during their first shifts.
   b) Emphasize Customer Service - greeting each student who enters the Help Room.
   c) Confirm that tutor is comfortable with using WhenToWork and My UW System (HRs) timesheets.
   d) Review policies and procedures.
   e) Dedicate time researching tutoring techniques and study strategies to share with students and tutors.

5) Record Keeping
   a) If written logs of center attendance are kept, dedicate time each week to record them in the TutorTrac system.
   b) Deliver paper-records of center attendance to the Coordinator every pay period.
   c) Build a report to find information about student demographics and usage of the center and record summary of the total hours the center was open for cost-estimation.
   d) Complete analysis/summary of the data to provide insight and suggestions for areas the tutoring center could improve or make more efficient.