



## TUTORING CENTER MANAGER POSITION DESCRIPTION

### **Organization Overview:**

Horizons for Youth is a community committed to helping students K-College of all academic abilities recognize and achieve their full potential. In partnership with dedicated families, we provide need-based scholarships, one-on-one mentoring, one-on-one tutoring, enrichment programs, special education and social-emotional supports.

### **Position Overview:**

The Tutoring Center Manager oversees the operation of the Horizons for Youth hybrid (virtual and on-site) tutoring center, and supports tutors, students, families, and Horizons for Youth staff. Overall, the Tutoring Center Manager will manage opening and closing the center, track attendance, manage systems and operations, tutor and parent communications, and work on related projects for Horizons for Youth staff. They will also help facilitate educational assessments at key points throughout the school year. The Tutoring Center Manager will report directly to the Volunteer Manager.

The Tutoring Center Manager must possess the following: considerable organization skills, attention to detail, time management skills, communication skills, personal initiative, problem solving skills, interpersonal skills and sensitivity. This position is part-time, 16 hours/week at \$15/hr, and evenings are required. Applicants must be 18 years of age or older and a background check is required.

### **Requirements:**

- Reliable evening availability (3:00PM – 7:00PM, Monday-Thursday).
  - 2 days virtual, 2 days in person at 703 W. Monroe St., Chicago, IL 60661
  - Commitment to the entire school year, 35 weeks, August-May (with the exclusion of 4 weeks due to center closings for holidays and breaks)
- Successful experience using online software and/or eagerness to learn and expand
  - Google suite (docs, spreadsheets, forms), Zoom, Remind, Canva, Salesforce
- Proven ability to multitask and provide attention to detail
- Proven ability to work independently, be a self-starter, and problem-solver

### **Roles & Responsibilities:**

- Complete the “Tutoring Center Opening Checklist” daily to ensure that the space is ready for the day’s tutoring. This includes cleaning surfaces, managing electronic devices, replacing supplies, and restocking resources.
  - Sanitizing tutoring stations between in-person sessions
  - Ensure hand sanitation of anyone upon entry into the tutoring center
  - Ensure mask wearing by all throughout their time in the tutoring center
- Track attendance of tutors and students each day in Attendance Worksheet.
  - Scheduling communication
  - Reminder texts/emails
  - Unexcused absence communication and attendance warning emails
- Update and manage the tutor contact sheet
- Create Monthly Tutor Post Newsletter content and email to all tutors.
- Create Monthly tutoring progress reports and email to all tutors
- Manage and monitor the tutoring incentive points tracker and related communication
- Support with Zoom and/or IXL troubleshooting in the virtual tutoring center



- Assist Volunteer Manager in introducing new tutor/ student matches throughout the year.
  - New match email communication
  - New match orientations
- Answer questions from students, tutors, and parents.
- Manage tutoring center beverages, snacks and cleaning supplies, ensuring a reasonable amount is set out at the start of each session, restocking supplies, and notifying the Volunteer Manager when supplies are running low and need to be re-ordered.
- Complete the “Tutoring Center Closing Checklist” daily.
- Collaborate with the Volunteer Manager on any projects that can be completed while managing the Tutoring Center.
- Brainstorm and pitch various projects that could benefit Horizons for Youth in some way to the Volunteer Manager.

**Please email a resume and cover letter to Emma Mitchell at [emma@horizons-for-youth.org](mailto:emma@horizons-for-youth.org).**

### **Equal Opportunity Statement**

Horizons for Youth is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. Horizons for Youth does not discriminate against any individual with respect to the terms and conditions of employment based on that individual’s race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Horizons for Youth is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.