Learning  & Development Facilitator
Job ID 36721
Location Tampa, FL
Full/Part Time Full-Time
Regular/Temporary Regular

# Position Details

**Dept Number/Name:** 0-3865-000 / Academic Success Center

**College Division:** Acad Affairs-Undergrad Studies

**Salary Plan:** Administrative

**Job Code/Title:** 9291 / Learning  & Devt Facilitator

**Salary Range:** $50,000 - $52,000

**Position Number:** 00056249

**ORGANIZATIONAL SUMMARY:**

The Student Success division at the University of South Florida is comprised of 60 departments, providing students with academic support, engagement opportunities, health & wellness services and enhancement of the educational experience. The Academic Success Center (ASC) is part of Undergraduate Studies and is a partner in the USF Tampa Library Learning Commons. Offering a variety of academic support services, the mission of the department is to strengthen students' ability to learn effectively and efficiently. This is accomplished through learning center best practices that are content centered and seek to understand the role of tutoring and writing support at USF and adapt to meet the diverse needs of students, faculty, and staff.

**POSITION SUMMARY:**

The Learning and Development Facilitator (LDF) supports ASC online initiatives focused on tutoring and digital media learning resources with the intent to increase student access. The LDF reports to the ASC Director and works alongside other ASC team members and tutors to design and develop multimedia content for the ASC website, social media platforms, and learning management system. In addition, the LDF serves as one of the lead instructors for College Reading and Learning Association (CRLA) tutor training for levels 1, 2, and 3, both remotely and face-to-face. The LDF works in partnership with faculty and staff to create learning experiences to support retention and persistence efforts. The role requires strong technical skills to advance student learning, strong communication skills, and the ability to convey technical information to all audiences.

**RESPONSIBILITIES:**

- Oversees the overall operations of online tutoring and learning resources for the Academic Success Center. Recruits, hires, supervises, onboards, and evaluates online student tutors. Oversees online academic peer mentoring program. Supports tutors and students utilizing remote tutoring services across all ASC centers, including evenings and weekends, by helping resolve technical and appointment issues in real time. Assists with oversight of daily operations of the ASC.

- Creates, maintains, and oversees the production of educational digital media content to support student learning and success (web, social media, learning management system). Develops and facilitates online workshops and learning experiences for large and small groups to include students, staff, and faculty.
- Serves as co-lead instructor of the ASC's College Reading and Learning Association (CRLA) tutor training program provided to all USF peer tutors in both remote and face-to-face formats. Maintains CRLA program standards for certification.
- Monitors and assesses the impact of online tutoring and learning resources, including conducting surveys, tracking usage, and developing progress reports. Research literature and other materials to ensure services are informed by current evidence-based practices.
- Participates in outreach initiatives hosted by campus partners. Represents the ASC at student, staff, and faculty orientations. Attends and serves on campus committees as deemed appropriate within scope of role and LDF responsibilities.
- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

This position requires a Bachelor's degree in Communication, Education, Adult Education, or equivalent field with one year of experience in a professional training position; or a Master's degree in the same field.

**PREFERRED QUALIFICATIONS:**

Master's degree in Instructional Design, Education, Curriculum Design, Fine Arts, or other related field of study. Two to three years of experience in higher education in a related position. Familiarity with CANVAS or equivalent LMS. Knowledge of accessibility and ADA requirements for online course delivery.

# USF Tampa

**Information for Applicants**

This position is subject to a Level 1 criminal background check.

**Job Opening Number:** 36721

**Posting Date:** 4/12/24

**Posting End Date:** 5/12/24