



**DIRECTOR, TUTORING AND TESTING CENTER
DIVISION OF ENROLLMENT MANAGEMENT AND STUDENT SUCCESS**

REPORT TO: Senior Vice President for Enrollment Management and Student Success
E CLASS: FT-12 Month
FLSA: Exempt

PURPOSE:

The Director of the Tutoring and Testing Center provides strategic leadership, administrative oversight, and programmatic direction for comprehensive tutoring, academic support, and testing services housed within the Learning Resources Center (LRC) at Miles College. The Director plays a central role in advancing student academic success, retention, progression, and completion, while supporting institutional priorities related to assessment, accreditation, and continuous improvement. This position serves as a key collaborator across Academic Affairs and Student Success units.

REQUIRED QUALIFICATIONS:

- Master's degree in Education, Higher Education Administration, Counseling, Educational Psychology, or a related field.
- Progressively responsible experience in tutoring, academic support, testing, or student success services in higher education.
- Demonstrated experience supervising professional staff and student employees.
- Knowledge of academic support models, assessment practices, and testing protocols.
- Strong organizational, communication, and analytical skills.

Preferred Qualifications

- Doctoral degree in Education, Higher Education, or a related discipline.
- Experience working at an HBCU or minority-serving institution.
- Familiarity with early-alert systems, learning analytics, and student success technologies.
- Experience supporting accreditation and Quality Enhancement Plan initiatives.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

Leadership and Administration

- Develop and manage the Center's operating budget, staffing plans, and resource allocation.
- Develop, implement, and evaluate short- and long-term goals aligned with the mission and strategic priorities of Miles College.
- Establish and maintain policies, procedures, and operational standards for tutoring and testing services.
- Provide vision, leadership, and operational oversight for the Tutoring and Testing Center.
- Supervise professional staff, testing coordinators, peer tutors, graduate assistants, and student employees.

Tutoring and Academic Support Services

- Collaborate with faculty to align tutoring services with course learning objectives and curricular outcomes.
- Design, coordinate, and assess individual and group tutoring services across academic disciplines.

- Develop targeted academic support initiatives for gateway and high-impact courses.
- Integrate tutoring services with advising, early-alert systems, and student success initiatives.
- Recruit, train, certify, and evaluate peer and professional tutors using evidence-based best practices.

Testing Services

- Coordinate testing accommodations in collaboration with Disability Support Services and faculty.
- Ensure compliance with test security protocols, FERPA regulations, and ADA requirements.
- Maintain accurate testing records, reports, and documentation.
- Oversee all testing operations, including placement testing, make-up exams, accommodated testing, and institutional assessments.

Collaboration and Student Engagement

- Collaborate with Academic Affairs, Student Affairs, Enrollment Management, Athletics, and Student Success Services to support holistic student achievement.
- Foster an inclusive, supportive, and student-centered learning environment.
- Promote tutoring and testing services through orientations, workshops, campus events, and digital platforms.
- Support first-year experience programs, academic recovery initiatives, and retention-focused efforts.

KNOWLEDGE SKILLS AND ABILITIES

- Ability to collaborate across academic and administrative units.
- Ability to lead and manage diverse teams effectively.
- Ability to manage multiple priorities in a dynamic academic environment.
- Demonstrated commitment to student success, equity, and inclusive excellence.
- Strong data-informed decision-making and assessment skills.

WORK ENVIRONMENT:

The work environment includes exposure to physical conditions typical of a standard office environment. Most of the job is performed while sitting, although occasional standing or walking and lifting and carrying small objects may be required.

TRAVEL:

Travel is required for this position.

***This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

SPECIAL INSTRUCTIONS TO APPLICANTS:

A criminal background check will be conducted. *No phone calls will be accepted.* **Interested applicants should submit a resume, cover letter, and application to hr@miles.edu. Must be legally authorized to work in the United States without the need for employer sponsorship, now or at any time in the future.** Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point the applicant will be contacted for an interview.

NOTICE OF NON-DISCRIMINATION

Miles College is an equal-opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other basis prohibited by law. Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd, Fairfield, AL 35064, 205-929-1440, titleix@miles.edu. For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [click](#).

TITLE IX / STATEMENT OF NONDISCRIMINATION

As set forth in this Policy, MILES COLLEGE prohibits discrimination on the basis of sex in its programs and activities. As defined by Title IX, discrimination on the basis of sex includes discrimination on the basis of sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, and gender identity.

MILES COLLEGE does not discriminate in its admissions practices, except as permitted by law, in its employment practices, or in its educational programs or activities on the basis of sex. MILES COLLEGE also prohibits retaliation against any person opposing sex discrimination or participating in any sex discrimination investigation or complaint process, whether internal or external to MILES COLLEGE. Sex-based harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination that are prohibited under Title IX and by the college's [Title IX Policy](#).