



<b>Job Title:</b>	<b>Support Coordinator</b>
<b>Salary Range:</b>	<b>Temp/Hourly</b>
<b>Department:</b>	<b>Academic Affairs</b>
<b>Location:</b>	<b>Online/Remote</b>

Thomas Edison State University provides distinctive undergraduate and graduate education for self-directed adults through flexible, high-quality, collegiate learning and assessment opportunities. One of New Jersey's senior public institutions of higher education, the University offers associate, bachelor's, master's and doctoral degrees in more than 100 areas of study, predominantly online. At Thomas Edison State University we embrace a diverse and dynamic workforce that drives innovation, learner success and organizational growth. We welcome you to apply to be a part of our team.

**Description:**

The Support Coordinator serves as an administrator and support for peer mentors and peer tutors as it relates to data collection, quality assurance, and continuous improvement. The Support Coordinator will be the liaison between the peer tutors and mentors and the Assistant Director of Student Success.

**Responsibilities:**

- Assist the University's Peer Tutors and Peer Mentors
- Monitor the University's Scheduling Tutoring Platform
- Conduct quality assurance of peer mentoring and tutoring engagement
- Track and review student engagement and satisfaction surveys after tutoring and mentoring sessions to ensure students are supported
- Conduct monthly reports on peer tutoring and peer mentoring usage
- Provide peer tutoring or mentoring services to students as needed
- Attend regular team meetings and provide bi-weekly updates to the Assistant Director of Student Success
- Commitment to attendance, punctuality, reliability and professionalism
- Develop a firm understanding and knowledge of the University's services and resources
- Maintain confidentiality of all student information, material, and discussion shared in the tutoring and/or mentoring relationship
- Understand and abide by all TESU policies and procedures
- Reflect the culture and values of TESU at all times
- Complete all other duties as assigned

**Preferred Qualifications:**

- Current student or recent TESU graduate
- Completed at least 18 credits at TESU
- 3.0 cumulative GPA at TESU
- Excellent oral and written communication skills
- Must be in satisfactory academic standing with no misconduct on record
- Works well both independently and as part of a team
- Access to a personal computer with a reliable internet connection, microphone, and camera

**Work Hours:**

The Support Coordinator will be expected to work remotely up to 18 hours per week. This is a part time position based on grant funding.

**How to Apply:**

Resumes and applications for this position will only be accepted online through ADP Workforce Now at:  
[https://workforcenow.adp.com/jobs/apply/posting.html?client=TESU&cclid=19000101\\_000001&type=MP&lang=en\\_US](https://workforcenow.adp.com/jobs/apply/posting.html?client=TESU&cclid=19000101_000001&type=MP&lang=en_US)

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