

Position description – Tutor & marketing associate

Roles and responsibilities

Responsibilities of every team member:

(a) Ensure the safety of students at all times, in accordance with the business' legal and ethical requirements. Seek clarification on these requirements directly from the CEO any time there is uncertainty. Maintain an up to date, employee type working with children's check at all times.

(b) Provide recommendations for the continuous improvement of any aspects of the business, big or small, directly to the CEO.

(c) Meet with the CEO or COO once per school term (by phone call, zoom meeting, or in person) to discuss performance and set goals for the next school term.

Role-specific responsibilities:

(d) Tutor students in subjects of specialisation, either online or at a location agreed on by yourself and the student.

(e) Create educational videos explaining content that relates to your subjects of specialisation.

(f) Submit accurate and complete timesheets to the CEO weekly.

Key performance indicators

(a) Student satisfaction, as measured qualitatively by feedback given by students through the feedback portal on the A-Grade tutoring website, and either quantitatively or qualitatively by surveys to be administered by the management team.

(b) Student retention, as measured quantitatively by the percentage of students assigned to you that are continuing tutoring at the time of a performance review. Management understands that students discontinue tutoring for various reasons, and that tutor performance is only one factor.

(c) Consistency and quality of content created, as well as responsiveness to feedback from students and management.

(d) Consistency of suggestions made for business development, and evidence that these suggestions and their likely impacts have been thought through, which demonstrates proactive thinking and leadership potential. This will factor into promotion decisions if and when there are enough tutors to justify the creation of middle management roles.

(e) Achievement of self-determined goals discussed at prior performance reviews.

Remuneration:

\$40 pre-tax income per hour of tutoring worked, inclusive of superannuation payments.

\$29.04 base pay per hour of content creation work, and a 25% commission on sales to new customers arising directly from content created, plus superannuation paid as 11% of net pay for both base salary and commission.

The opportunity for advancement with higher pay, and potentially equity, if and when there are enough tutors to justify the creation of middle management roles.