



JOB TITLE: ESL COORDINATOR

Classification: Classified
Salary Range: 36

Retirement Type: PERS*
Revised/Board Approved: August 16, 2021

BASIC FUNCTION:

Under the direction of an assigned supervisor or administrator ESL Coordinator oversees the operational aspects of assessment, placement, and test evaluation for ESL students and provides general student support services through the Warrior Welcome Center.

REPRESENTATIVE DUTIES:

Coordinate the overall activities related to the assessment and placement of ESL students. Schedule and conduct oral interviews and ESL testing sessions. Administer ESL assessment instruments. Assess English aptitude from various communication aspects in order to place students at the appropriate English level to best achieve academic success.

Interpret written assessment scores and oral interview results. Explain scores and placement results to students. Allow individuals time to process information, ask questions, and reach a comprehensive understanding of their placement and what it means in terms of course pathways.

Coordinate and maintain materials for ESL/English sequences for non-credit courses, adult courses, credit courses, and language academy courses. Verify with academic divisions that course pathways and sequences are accurately communicated to ESL students. Ensure that recommended courses align appropriately with a student's residency status and visa status, as appropriate.

Explain the process to students who wish to challenge an English placement result. Provide information on the general grounds for challenging a placement, documentation required, and the contact information of the appropriate Dean to seek an exception.

Compile and assist with maintaining data and records relevant to all instruments used for ESL assessment. Assist the Office of Institutional Research and Planning in data collection, including instrument and cut score validation.

Assist with day-to-day operations and services provided by the Warrior Welcome Center. Guide new, returning, and continuing students through the application process, registration for classes, access to college resources, and navigating the campus community. Provide quality customer service to students, outside agencies, local educational institutions, and community organization.

Provide specialized information to ESL students regarding admission procedures, matriculation requirements, the ESL program and course content, and the array of student services and resources available to enrolled ESL students. Provide referrals and support for ESL students experiencing family, personal, or economic crises which may impact academic performance.

Work collaboratively with Deans and faculty to monitor placement and student progress. Inform the appropriate Dean if potential placement discrepancies are identified. Serve as a primary point of contact for faculty who identify ESL students in need of assistance. Follow-up with students identified by faculty who may be in need of additional support.

Interact with ESL faculty regarding continuous improvement of the assessment process. Follow-up with faculty after students have been placed to verify if English placement was appropriate. Utilize feedback from faculty to improve accuracy of the placement process.

Participate in the development, implementation, and updating of program policies and procedures. Review and revise the onboarding process and program-related workflows to ensure District compliance.

Assist various District personnel to plan, organize, and coordinate on- and off-campus community outreach events to attract and inform prospective ESL students of programs and available resources.

Assist in the selection, training, and work direction of temporary personnel including student workers.

Assist with the maintenance of marketing materials and a web-based platform for the department/office.

Maintain knowledge of current trends, best practices, and new developments in ESL assessment.

Perform other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Bachelor's degree in related field and three years of work experience related to ESL instruction, assessment, or other related work experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

ESL knowledge or experience.

Experience using Colleague, Banner, PeopleSoft, or similar Student Information System.

Experience in assisting students from multicultural, multiethnic, and underserved populations.

Experience in using tact, patience, and courteousness in dealing with sensitive situations.

Knowledge of college services and/or community resources available to students.

Specific program rules, regulations, principles, practices and procedures.

Thorough record-keeping techniques.

Electronic systems and technological support used in the specific area.

District organization, operations, policies, and objectives.

Applicable sections of State Education Code, Federal and States laws, and other applicable laws.

Assessment techniques and methodologies in oral/aural, writing, and reading proficiency.

Strong oral, written, and interpersonal communication skills using tact, patience, and courtesy.

Word processing and database programs.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Principles of providing in-service training.

Abilities/Skills:

Ability to communicate clearly and effectively in a public speaking setting.

Initiate, develop, maintain operations of a specific area assignment.

Train and provide work direction to others.

Understand a diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of the program needs.

Analyze situations accurately and adopt an effective course of action.

Organize day-to-day operations related to assigned area.

Work independently with little direction.

Interact with students, faculty and staff.

Meet schedules and time lines.

Licenses or Other Requirements:

May require a valid California driver's license.

WORKING CONDITIONS:

Occasionally moves from one area to another.

Typical office setting.

Lift and carry up to 25 lbs.

Work varied hours which may include late morning through late afternoon, with evening assignments as needed.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.