



Classification Title: ESL Matriculation Coordinator

Department:	English as a Second Language (ESL)	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	26
Supervision Received From:	Dean, Instructional, Languages and Literature	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	11/2017

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Coordinates and provides support for the various programs and activities of the English as a Second Language (ESL) department, including ESL, non-credit ESL and INEA (Instituto Nacional para la Educación de los Adultos); participates in providing orientation, assessment and advising services to students; assists with program outreach, enrollment and delivery of services; provides instructional support to faculty coordinators and instructors; creates and maintains department or program-specific tracking systems, reports, records and files required for work processes; oversees the work of hourly mentors and tutors and provides lead-level guidance to lower-level ESL staff.

DISTINGUISHING CHARACTERISTICS.

The ESL Matriculation Coordinator is distinguished from ESL Student Advisor by the former's responsibility for overseeing the program designed to help adults obtain elementary and high school educational certificates in their native language and to be eligible to take college-level courses.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Assists and monitors work of program staff for completeness, accuracy and conformance with District/divisional standards; provides information, guidance and training on work processes, program services, tracking and reporting, and technical procedures; resolves or escalates issues related to administration of program services, department operations, scheduling and human resources-related issues; coordinates and participates in the recruitment, training and oversight of assigned program mentors, tutors and hourly workers; schedules, trains and tracks hours worked by assigned program mentors, tutors and hourly workers.
2. Provides coordination and student and faculty support for ESL and non-credit ESL programs; assists the Dean in creating, writing and submitting the non-credit matriculation plan to the California Community Colleges Chancellor's Office; assists in monitoring program compliance, data collection, and preparation of reports for assigned areas of responsibility; assists in developing and administering the program budget; monitors expenditures and recommends budget and expenditure adjustments as warranted; meets and communicates with ESL coordinators in other colleges to discuss and plan non-credit matriculation activities.

3. Works with faculty coordinators in administering the INEA non-credit adult basic education program administered with the Mexican Consulate including program enrollment, instructional material acquisition and the issuance of grades and certificates; plans and organizes INEA's graduation ceremony for students completing the program.
4. Schedules, proctors, processes and provides assessment testing to individuals and in groups using online and paper assessment tools; assesses students and places them into appropriate level and classes based on their skills; provides technical support to high schools hosting tests including installing and testing software; administers and tracks challenge tests; refers eligible high school students to college readiness programs and District counselors; provides information and guidance to students and prospective students on programs and services.
5. Acts as a liaison to other District departments, high schools, adult schools, businesses and community groups; schedules and conducts outreach presentations in English and Spanish for Adult Basic Education and ESL programs; provides information to potential participants, administrators, counselors, teachers and staff at local high schools on program services and requirements; oversees student recruitment and participation in ESL programs including in-class presentations and parent meetings; works collaboratively with high schools and other District departments to recruit students for Summer Bridge, First Year Experience, LEAPSTART and other ESL classes/programs; designs and develops new marketing, recruitment and presentation materials to support recruitment and enrollment efforts.
6. Provides advising and support for student transition from non-credit to credit programs regarding admissions, matriculation and financial aid procedures.
7. Provides support to faculty by correcting exams, creating grade reports, running reports and queries for classes, copying and providing and maintaining an inventory of instructional materials.
8. Enrolls students and enters admission information into the Mexican Consulate's Sistema de Seguimiento y Acreditación para Comunidades en el Exterior (SASACE) system; makes copies of exams from system; grades Spanish language student exams and enters grade into SASACE system; records grades in the District's system and forwards results to instructors; maintains and updates student files and records in District and SASACE systems; assists students with gathering documents and records needed for INEA certification; submits documents and coordinates certification process with both the INEA and the District.
9. Performs basic research; develops, tracks, analyzes and reports administrative processes, metrics and documents; creates and maintains electronic and physical filing systems.

Marginal Functions:

1. Represents the District at various meetings and conferences.
2. Maintains and orders office supplies, materials and equipment.
3. Performs related duties as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four years of increasingly responsible experience working with English language learners in an instructional environment. Fluency in speaking, reading and writing Spanish is required.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with a major in education or a closely related field.

Licenses/Certificates:

Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

Knowledge of:

1. Principles and practices of non-credit matriculation program development and implementation.
2. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
3. Principles, practices, concepts and techniques used in student academic assessment.
4. Needs and concerns of low-income, undocumented and educationally disadvantaged adults.
5. Office administration practices and procedures.
6. Principles and practices of sound business communication; correct English and Spanish usage, including spelling, grammar and punctuation.
7. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
8. Basic research methods and data analysis techniques.
9. Federal, state and local laws, regulations and court decisions governing area of assignment including California Assembly Bill 540.
10. Modern office practices, procedures and equipment including computers and applicable software programs.
11. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
12. Basic practices and procedures of public administration for budgeting, purchasing and recordkeeping.

Skill in:

1. Assigning and inspecting the work of hourly workers and lower-level staff.
2. Working with the undocumented adult population, especially those with limited literacy.
3. Implementing outreach programs including public speaking and attending events.
4. Representing an employer effectively in interactions with a variety of groups and organizations.
5. Evaluating student applications for program eligibility accurately and effectively.
6. Reaching sound decisions in accordance with policies and procedures applicable to assigned areas of responsibility.
7. Communicating clearly and effectively, both orally and in writing, in English and in Spanish.
8. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
9. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.
10. Organizing and maintaining specialized files.
11. Maintaining confidentiality of student files and records.
12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
13. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
14. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment. The employee is frequently required to lift up to 25 pounds unaided. Requires travel to other locations, including Mexico.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.