



Classification Title: ESL Student Advisor

Department:	English as a Second Language (ESL)	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	21
Supervision Received From:	Dean, Instructional, Languages and Literature	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	9/2016

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.

Advises students in English and Spanish regarding ESL programs, other Palomar College programs, course offerings and a variety of other issues; assists with registration, assessment administration and test results interpretation; performs college outreach orientations to current and potential ESL students at Palomar College and at K-12 schools; participates in the Early Acceptance Program including administration of assessment tests for ESL students.

DISTINGUISHING CHARACTERISTICS.

The ESL Student Advisor is distinguished from other instructional support classes by its responsibility for advising and working with ESL students and prospective students on academic options and services available to assist them in deciding on and pursuing their educational goals.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Provides information and advice on ESL programs and classes; interviews students to assess needs, interests and requirements; explains the types of courses of study available, ranging from basic skills development to academic programs, and assists students in selecting classes to meet their goals; develops student non-credit and credit ESL education plans; guides students with the transition from non-credit to credit registration procedures; refers students to appropriate District or community resources and for career planning and personal counseling, when appropriate; assists in administering assessment tests and interpreting test results to students.
2. Assesses student academic and admissions records; verifies student eligibility for specific classes or online registration; verifies students' matriculation classification; verifies eligibility for placement in ESL, English and mathematics classes based on assessment test results; creates and updates computerized advising appointments and schedules.
3. Responds to a wide variety of student questions on student services, matriculation procedures and various college admission requirements and deadlines, including admission and registration procedures, financial aid processes, transfer options and articulation agreements.
4. Assists ESL students with financial aid processes including providing applications and forms.
5. Seeks out and provides services to students speaking languages other than English and Spanish.

6. Schedules and conducts large group college orientation sessions for students, parents and the public in English and Spanish covering ESL programs, general programs of study at Palomar College, matriculation procedures, residency requirements, college tuition and fees, student services and financial aid programs; designs orientation materials and PowerPoint presentations; reserves rooms for sessions.
7. Conducts outreach college orientations at K-12 and adult schools, businesses and community groups; participates in coordinating the Early Acceptance Program for ESL students at local high schools; coordinates off-campus registration; works with administrators and counselors to schedule college application and assessment workshops and other activities such as academic advising, development of educational plans, registration and college tours; plans, schedules and administers ESL COMPASS and math assessment tests at multiple high schools.
8. Performs a variety of administrative support services; answers, screens and routes telephone calls; types correspondence and other written materials; enters, retrieves and maintains data; compiles and prepares statistical reports.

Marginal Functions:

1. Attends and participates in a variety of meetings, workshops and conferences.
2. Participates on hiring committees.
3. Stays abreast of new matriculation procedures affecting the District.
4. Performs related duties and responsibilities 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: Three years of increasingly responsible experience working with second-language learners in an educational setting.

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

Licenses/Certificates:

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

Knowledge of:

1. Rules, policies and procedures applicable to matriculation and eligibility, admissions requirements and processes, residency requirements, academic counseling, financial aid and scholarships.
2. Principles and procedures of student academic assessment and feedback.
3. Principles and practices of non-credit matriculation program development and implementation.
4. Federal, state and local laws and regulations applicable to areas of assigned responsibility.
5. Availability and sources of community support services and resources for students.
6. Office administration practices and procedures, including filing and recordkeeping systems.
7. Principles and practices of sound business communication; correct usage, grammar, spelling and punctuation in English and Spanish.
8. Word processing, spreadsheet and database software and other specialized college software applications.
9. Methods and techniques of high school and community pre-enrollment.

10. Concepts, practices and techniques of customer service.

Skill in:

1. Coordinating and implementing assessment, advising, orientation and outreach programs for an ESL program.
2. Assessing student needs and interests and providing guidance and information to students and prospective students on programs and services.
3. Interpreting and explaining policies, procedures and requirements relevant to assigned areas of responsibility clearly and accurately to individuals with varying levels of language skill.
4. Speaking, reading and writing fluently in English and Spanish.
5. Providing academic, vocational and career support to students.
6. Presenting orientations in front of large groups of people in English and Spanish.
7. Serving as a liaison for a non-credit matriculation program and representing an employer to outside agencies and organizations.
8. 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.
9. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
10. Operating a computer, enterprise software, word processing and spreadsheet software and other standard business equipment.
11. Preparing clear, concise and accurate reports, documents, data entries and other written materials.
12. Communicating clearly and effectively orally and in writing.
13. Organizing and maintaining recordkeeping systems and files.
14. Maintaining the confidentiality of student files and records.
15. Working independently with minimal or no direction.
16. Exercising a high degree of tact, diplomacy and discretion in dealing with sensitive, complex and confidential issues.
17. 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 with exposure to computer screens and contact with students, potential students and the public.

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, walk and stand for prolonged periods of time and occasionally lift up to 50 pounds. Requires travel to District and other locations.

TERMS OF EMPLOYMENT.

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