CLASS SPECIFICATION
ESL Services Specialist

FLSA Status:   Non-exempt
EEOC Job Category: Paraprofessionals
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, coordinates, conducts and monitors student screening, testing, placement, orientation and registration activities provided by the ESL information and testing office; ensures that prospective/incoming/current ESL students receive accurate and thorough program and District orientation, counseling referrals and other assistance, information, support and service; oversees the ESL office’s day-to-day administrative operations and activities; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS
ESL Services Specialist is responsible for performing responsible and varied duties to coordinate ESL screening and test administration/scoring duties and to ensure appropriate course placement of ESL students based on their English proficiency level. Incumbents develop and deliver orientation and registration sessions for prospective students. Incumbents also participate in ensuring that ESL students are provided with information and support to successfully matriculate and navigate access to applicable District services and programs. Incumbents coordinate and carry out assigned duties at a District ESL office during daytime or evening hours. Assigned work requires a detailed understanding of the District’s ESL program and test administration, as well as admission, financial aid and other student-matriculation/support services functions, operations, policies, practices and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, develops and conducts orientation and registration process sessions for prospective students; recruits, interviews and trains presenters, student assistants and aides for participation in orientation and registration processes; creates the master orientation and registration schedule for each semester.

2. Coordinates, conducts and monitors assigned initial ESL student screening activities; monitors student/temporary worker interactions with students to ensure appropriate screening/interviewing methods and techniques and that thorough and accurate information is provided/obtained.

3. Coordinates and performs ESL test administration duties to ensure that students’ English proficiency levels are accurately assessed within designated time frames; monitors confidentiality of, secures and accounts for ESL assessment tests and related materials and supplies; distributes/collects test packets to/from instructors upon request or according to schedule; schedules and administers ESL tests;
scores tests utilizing electronic scanner; uploads and/or enters pertinent data to generates test results and reports.

4. Ensures that prospective, incoming and current ESL students receive a wide variety of ESL program and District information and services; supervises registration of and/or provides direct assistance to students when applying for admission and during on-line and other registration processes; provides guidance, information, assistance and support to students in course selection, application for financial aid and other District processes and procedures; when issues arise, acts as a liaison with other departments in support of ESL students and facilitates issue resolution or refers student to appropriate department/contact for proper resolution; schedules counselor/advisor appointments for students.

5. Maintains, compiles, organizes and provides accurate, thorough enrollment and attendance data and information to assist Department Chair in determining ESL semester course offerings/schedules that best meet ESL student and District requirements; provides recommendations and administrative coordination assistance to address course offering/scheduling issues, as needed.

6. Oversees the ESL office’s day-to-day administrative operations and activities; selects, trains, schedules and provides lead work direction and coaching and mentoring to assigned student and temporary workers; maintains and updates ESL program/student records, files, databases and reports; reconciles, enters and submits assigned student worker and temporary employee timekeeping/payroll information; enforces office operational policies, procedures and rules.

7. Develops, writes, translates, produces and/or distributes marketing flyers, brochures, correspondence, handbooks and other written materials.

8. Provides technical and administrative support and information to instructors, as requested; assists in student admission, registration, drop/add and other District processes and in accessing/utilizing District software and databases.

OTHER DUTIES
1. Attends a variety of meetings, seminars and workshops, as required.

QUALIFICATIONS

Knowledge of:

1. Testing methods and techniques used to evaluate students’ English proficiency.

2. District policies and procedures related to areas of assigned responsibility.

3. Organizations and structures of and processes, terminology and forms used by District departments that interface with ESL students.

4. ESL Program administration practices and procedures applicable to area/s of responsibility.

5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
6. Basic methods and practices of public outreach and involvement, including marketing techniques and practices.

7. Principles and practices of sound business communication.

8. Cultural, ethnic and economic diversity issues related to student matriculation and retention.

9. Unique needs of multiple ESL populations.

10. Correct English usage, including spelling, grammar and punctuation.

**Ability to:**

1. Provide effective guidance, assistance and information to ESL students within areas of responsibility.

2. Administer, score and record ESL testing information.

3. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.

4. Prepare, maintain and submit clear and concise reports.

5. Organize, set priorities, take initiative and exercise sound judgment within areas of responsibility.

6. Operate office equipment, including computers and supporting word processing, spreadsheet and database applications.

7. Communicate clearly and concisely, both orally and in writing, in English and a designated second language.

8. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.

9. Establish and maintain effective working relationships with students, faculty, instructors, staff, the public and others encountered in the course of work

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate's degree in education, business administration or a related field; and at least two years of progressively responsible experience working with ESL college-age or adult students or administering an office in an organized, educational environment experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

None.
PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands to repetitively finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk and may occasionally lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; use math/mathematical reasoning; perform work on multiple, concurrent tasks with constant interruptions, and interact with students, faculty, instructors, staff, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.