PALOMAR COMMUNITY COLLEGE DISTRICT

ESL PROGRAM ASSISTANT

DEFINITION

To provide general office assistance in support of the English as a Second Language (ESL) department; to assist ESL students with admissions, assessment and registration processes; to provide information regarding College and ESL program policies, procedures and services to students, staff, faculty and the general public; to provide clerical support for program coordinators and department faculty; and to prepare a variety of correspondence, reports, memoranda, forms and other documents.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the ESL Department Chairperson and ESL faculty.

May exercise functional and procedural supervision over short-term, student or volunteer staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

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

**Essential Functions:**

1. Provide general office assistance in support of the ESL department; perform a variety of responsible and specialized clerical and student service duties, including assessment and registration procedures for credit and non-credit courses; provide information to students, faculty, staff and the general public regarding ESL programs and policies.

2. Perform a variety of admissions, assessment and cashier functions for the department's non-credit courses; plan, schedule, coordinate and implement assessment, orientation and registration processes; collect fees from non-credit ESL students, issue receipts and prepare deposits.

3. Provide information on the availability of ESL programs and services at College educational centers to students, staff, faculty and the general public; respond to questions regarding District classes, admissions, registration and assessment.

4. Interpret, apply and explain College and ESL program rules, regulations, policies and procedures to students of diverse cultures and ethnicities; provide information to ESL students regarding College and ESL programs and course offerings; conduct student orientations; refer students to appropriate college or community resources as needed.

5. Receive and process a variety of forms; review applications and documents for completeness and accuracy; review residency documents for residency claims submitted for admissions.

6. Prepare, maintain and update class lists, class and placement rosters, waiting lists and registration schedules; prepare registration forms and packets for ESL students; assist ESL students in registering for classes; process class adds and drops.

7. Input, maintain and update computerized student records; maintain confidentiality of student documents and records.
8. Schedule assessment and orientation appointments for students; schedule appointments for counselors and ESL Student Specialists using the SARS program.

9. Schedule and administer ESL assessment tests to students; schedule test dates and reserve rooms for testing; provide instructions and answer student questions about testing.

10. Respond to and resolve difficult and sensitive complaints and inquiries from students and the public; answer telephones and provide general information about the College and ESL program; take messages for faculty.

11. Create and maintain a variety of databases; maintain accurate and detailed records and files for assigned areas; monitor various logs, accounts and files for current and accurate information.

12. Check, compile and record information for the preparation of reports and maintenance of filing systems.

13. Prepare, compose, type and revise a variety of correspondence, reports, memoranda, forms, lists, flyers, manuals and other documents; design, create and post brochures, posters and flyers for assigned areas.

14. Compose and translate a variety of documents into another language; translate and interpret for students and College staff.

15. Provide clerical support for program coordinators and faculty;

16. Perform a variety of clerical tasks in support of department operations; schedule use of various meeting rooms, classrooms and buildings; distribute incoming and outgoing mail; order, store and distribute office and classroom materials and supplies; photocopies documents; operate a variety of office equipment.

17. Compile list of textbooks to be ordered for classes; submit orders to bookstore; collect monies for textbooks; resolve order discrepancies.

18. Assist with preparations for and participate in certificate program ceremonies.

19. Attend a variety of meetings as required.

Marginal Functions:

1. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

1. Modern office procedures, methods and equipment including computers and applicable software applications.
2. Modern secretarial and administrative support techniques.
3. Policies, procedures, and operating practices applicable to admissions, registration, and eligibility requirements within assigned area.
4. A variety of college information, services, policies and procedures within assigned area.
5. Principles and practices of sound business communication in a college environment, including business letter writing and basic report preparation.
6. Correct English and Spanish usage, including spelling, grammar and punctuation.
7. Local, State and Federal codes, laws, and regulations, including terminology and processes applicable to areas of assigned responsibility.
8. Basic math skills and cash handling techniques.

**Ability to:**

1. Communicate clearly and concisely, both orally and in writing.
2. Speak, read, and write fluently in both Spanish and English.
3. Perform a variety of office support and clerical functions.
4. Participate in student registration functions.
5. Assess non-credit ESL student needs, interests, and requirements, and refer as appropriate.
6. Inform students and the public about the availability of programs & services.
7. Compose correspondence and prepare documents and reports.
8. Interpret, explain, and apply administrative, departmental, and district policies, procedures and regulations, ensuring consistency and a high degree of accuracy while exercising good judgment and reaching sound decisions.
9. Interpret and explain District admissions, enrollment, registration and assessment policies and procedures.
10. Perform routine cashiering functions.
11. Maintain highly sensitive and confidential information.
12. Operate office equipment including computers and supporting word processing, spreadsheets, and integrated systems.
13. Establish and maintain cooperative working relationships with those contacted in the course of work.
14. Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

**Experience and Education / Training Guidelines**

*Any combination of experience and education / 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 clerical experience involving frequent public contact, including experience working with second language learners in an educational setting.

**Education / Training:**

Equivalent to the completion of the twelfth grade supplemented by college-level course work in business administration or a related field.

**WORKING CONDITIONS**

**Environmental Conditions:**
Office environment exposure to computer screens; extensive contact with students, faculty and general public.

**Physical Conditions:** Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.