DEFINITION

To oversee, coordinate, and conduct non credit matriculation outreach activities and events to high schools, the community, outside agencies, and organizations; to provide registration, testing, orientations and advising to non-credit ESL and Adult Basic Education students; to implement program goals and objectives; and to perform a variety of tasks in support of assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

This position receives direction from the Director, Extended Opportunity Programs and Services (EOP&S) and the Department Chair and may exercise technical supervision over assigned staff.

ESSENTIAL FUNCTION STATEMENTS

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

Essential Functions:

1. Plan, schedule, coordinate and implement assessment, advising and orientation programs for ESL and Adult Basic Education students; schedule orientation dates; update, order and prepare materials; conduct assessment and advising functions in conjunction with orientation procedures.

2. Develop and implement the Student Testing Advising Registration (STARS) program for ESL students at local high schools; work with administrators and counselors to schedule application and assessment workshops, advisement and orientations.

3. Coordinate assessment, orientation and non credit matriculation procedures with local high schools.

4. Facilitate Adult Basic Education Program registration, assessment, books and materials; coordinate facilities; support instructors; maintain communication with appropriate outside agencies and organizations.

5. Provide guidance to students and the public on the availability of programs and services at the college and education centers; respond to questions regarding classes, admissions and registration procedures; develop electronic student educational plans; refer students to appropriate college or community resources as needed.

6. Verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.

7. Prepare reports and maintain records as requested.
8. Train assigned employees in their areas of work including registration, assessment, and data entry.

9. Attend and participate in a variety of meetings and conferences; represent the College at local, regional and state meetings and conferences.

**Marginal Functions:**

1. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.

2. Answer telephone; schedule appointments; provide general college information.

3. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

1. Principles and procedures of student academic assessment.
2. District matriculation and eligibility policies and procedures.
3. A variety of college information, services, policies and procedures.
5. Principles and practices of non credit matriculation program development and implementation.
7. Principles and procedures of program coordination and implementation.
8. English and Spanish usage, spelling, grammar and punctuation.
9. Interpersonal skills using tact, patience and courtesy.
11. Modern office procedures, methods and equipment including computers.
12. Community College organization, operations, policies and objectives.
13. Pertinent federal, state and local codes, laws and regulations.

**Ability to:**

1. Fluently speak, read and write in standard English and Spanish.
2. Coordinate and implement assessment, advising and orientation programs for the ESL department.
3. Assess needs, interests and requirements of ESL students.
4. Coordinate and promote high school outreach programs for ESL students.
5. Provide guidance to students, parents and the public on the availability of programs and services.
6. Serve as liaison for the non-credit matriculation program and represent the College to outside agencies and organizations.
7. Supervise, train and evaluate staff.
8. Communicate clearly and concisely, both orally and in writing.
9. Establish and maintain cooperative and effective working relationships with others; use discretion in handling difficult persons.
10. Operate office equipment including computers and supporting word processing, spreadsheet applications and presentation programs.
11. Effectively respond to all situations/incidents using sound judgment and decision-making skills.
12. Interpret, apply and explain rules, regulations, policies and procedures.
13. Analyze situations accurately and adopt effective courses of action.
14. Work independently with little direction; plan and organize work; meet schedules and timelines.
15. Prepare reports by compiling and organizing data from a variety of sources.
16. Maintain accurate and complete student academic records.
17. Work confidentially with discretion.
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 the following.

Experience:

Two years of increasingly responsible experience working with second language learners in an educational environment.

Education/Training:

Equivalent to a bachelor’s degree from an accredited college or university with major coursework in education.

License and/or Certificate:

Possession of, or ability to obtain, an appropriate valid California Driver’s License.

WORKING CONDITIONS

Environmental Conditions:

Classroom and office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty and students.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary walking, standing and sitting for extended periods of time.