

## **COORDINATOR, LANGUAGE LEARNING CENTER**

### **DEFINITION**

Under general supervision, plans, organizes, and coordinates the development and implementation of all programs and services of the Language Learning Center; researches and gathers various program data and develops reports; provides complex and responsible support to the Director, ESL and Intercultural Programs in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, English as Second Language (ESL). Exercises technical and functional direction over and provides training to hourly staff and student workers.

### **CLASS CHARACTERISTICS**

This is a coordinator classification responsible for planning, organizing, and coordinating the Language Learning Center's programs, services, and activities. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director, ESL in a variety of areas. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work with that of other departments. This class is distinguished from the Director, ESL in that the latter oversees the programming and administration of all of the District's ESL and Language Learning Center programs and services.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, organizes, and coordinates the Language Learning Center services, including the scheduling of faculty, to meet language learning needs of English as a Second Language (ESL), American Language (AMLA), Foreign Language, and American Sign Language learners.
2. Provides direction, training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; provides input and documentation for performance evaluations; assists in the recruitment and selection of faculty and provides recommendations.
3. Coordinates and oversees specific tasks (e.g. language software, websites, assigned homework) performed by adjunct faculty to ensure completion and track assignment progress.
4. Assists in establishing schedules and methods for providing program, services, and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.

5. Participates in the development and implementation of goals, objectives, policies, and priorities for the program; recommends within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
6. Participates in the development, administration, and oversight of the program budget.
7. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Director, ESL.
8. Prepares and submits language lab course schedule each semester; schedules faculty and classrooms.
9. Coordinates and participates in the development and writing of course curriculum; works with faculty in developing curriculum assessment and identifying new and revised courses.
10. Coordinates and works with faculty in developing Student Learning Outcomes (SLO) for the program; monitors class enrollment and attendance reporting.
11. Compiles and analyzes data and makes recommendations for the program; prepares comprehensive technical records and reports.
12. Plans, organizes, and implements program events and meetings, including student advisory group meetings and faculty orientations.
13. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of instruction and other services as they relate to the area of assignment.
14. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the Language Learning Center programs and services.
15. Maintains and directs the maintenance of working and official program files.
16. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
17. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director, ESL and Intercultural Programs.
18. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
19. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
21. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
22. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
23. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
24. Prepares and delivers oral presentations related to assigned areas as required.
25. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned hourly staff and student workers.
3. Budget development, administrative practices, and program management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of developing, implementing, and evaluating Language Learning Center programs.
5. New and emerging theories, principles, and practices of Second Language Acquisition (SLA), computer-assisted language learning (CALL), and web-based instructional methods and their application to effectively provide high quality services to students.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping.
9. Modern office practices, methods, and computer equipment and applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of assigned hourly staff and student workers.
5. Identify and implement effective course of action to complete assigned work.
6. Prepare and administer budgets; allocate limited resources in a cost effective manner.
7. Work effectively with faculty to support an instruction and learning environment.
8. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.

9. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
10. Effectively administer Language Learning Center programs, projects, events, and administrative activities.
11. Troubleshoot technical issues caused by hardware, software, or server conflicts that may be system wide or locally situated.
12. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education or a related field; and
2. Three (3) years increasingly responsible experience in working within an academic setting, including two (2) years of program coordination experience.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

### **Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023