

**COORDINATOR, NONCREDIT STUDENT SUCCESS AND SUPPORT PROGRAM
(SSSP)**

DEFINITION

Under general supervision, performs a variety of functions in support of the District's English as a Second Language (ESL) matriculation services and programs to ensure the successful transition of ESL students from noncredit to credit programs; coordinates the data collection and compilation for dissemination regarding ESL students in compliance with District, state and federal requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, English as a Second Language (ESL). Exercises no supervision of staff. May provide technical and functional direction to student workers.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for performing a variety of direct and supportive duties and activities within the ESL department to ensure ESL students matriculate from noncredit ESL programs to credit courses, certificates, or degree pathways. Incumbents in this classification perform the full range of duties as assigned, working independently, and exercising judgment and initiative to assist in facilitating the credit programs of limited English speaking students. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the Department. This classification is distinguished from the Coordinator, ESL in that the latter provides tutoring assistance and support to ESL students in the noncredit programs.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Coordinates and implements the matriculation goals for the ESL programs and services in the areas of orientation, assessment, and advisement.
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 staff and provides recommendations.
3. Coordinates noncredit ESL courses; processes enrollment; maintains wait lists; processes transfer and drop requests from students and faculty; monitors attendance of noncredit courses.
4. Administers ESL database(s); ensures validity/accuracy of data via reconciliation of data from multiple sources, including Banner System and ESL databases.
5. Collects and compiles data for ESL students matriculating from the noncredit ESL program to credit courses; gathers and analyzes data and produces reports on enrollment, testing placement, attrition rates, wait list statistics, and student demographic data, in compliance with District, state and federal mandates.

6. Performs general administrative duties; prepares, organizes, and maintains student records and files.
7. Attends a variety of meetings and training sessions as required.
8. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
9. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
10. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
11. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
12. Prepares and delivers oral presentations related to assigned areas as required.
13. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. 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. Principles and practices of data collection, analysis, and reporting.
3. General subject matter areas, including mathematics, science, social studies, grammar, spelling, language, writing, and reading.
4. Structural and operational elements of noncredit Career Development and College Preparation (CDCP) programs offered within the California community college system.
5. Methods, practices, and techniques of improving student learning through specialized structured lesson plans, teaching techniques, and instructional materials.
6. Basic principles, practices, and procedures of grant funding and compliance.
7. Methods and practices of adult instruction and tutoring.
8. Theories, principles, and practices of Second Language Acquisition (SLA) and their application to effectively provide high quality services to students.
9. Modern office practices, methods, and computer equipment and applications related to assigned work.
10. Basic principles of record keeping and file maintenance.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, 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. Recognize individual student learning needs and adapt materials and homework assignments to facilitate learning.
5. Learn, interpret, and apply District rules, regulations, policies, and procedures.
6. Learn and understand the organization and operation of the District as necessary to assume assigned responsibilities.
7. Perform responsible administrative support work with accuracy, speed, and minimal supervision.
8. Organize, maintain, and update student records and files.
9. Maintain assigned work area in a clean, safe, and secure manner.
10. Understand and follow oral and written instructions.
11. Operate modern office equipment including computer equipment and software programs.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. 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 that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college with major coursework in liberal arts, education, or related field; and
2. Two (2) years of increasingly responsible experience working in an ESL environment.
3. A Bachelor's degree from a regionally accredited college or university in one of the above-mentioned fields is desirable.
4. Completion of coursework in statistics and/or research methodology is desirable.
5. Specialized training on second language acquisition theory and methodology and completion of a Teaching English to Speakers of Other Languages (TESOL) program is highly desirable.

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 classroom and/or office setting and use standard classroom and 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. 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, climb, and walk; and push and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents primarily work in a classroom and/or office environment with moderate noise levels and controlled temperature conditions. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023