

**ENGLISH AS A SECOND LANGUAGE
INSTRUCTIONAL SUPPORT SPECIALIST**

DEFINITION

Under general supervision, performs a variety of responsible support of English as a Second Language (ESL) programs; plans, schedules, monitors, and performs a wide array of instructional support duties. Works closely with the ESL leadership team to provide technical support.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management or supervisory staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This classification plans, schedules, monitors, and performs a wide array of instructional support duties in order to facilitate ELS grant-related activities. Under the guidance of the area manager, this individual monitors the efficiency and accuracy of critical tasks assigned to hourly staff on a daily basis. The ESL Instructional Support Specialist also works closely with the ELS leadership team to provide technical support and to communicate important information to daytime, evening, and weekend faculty and classroom aides.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assist ESL leadership with planning, coordinator, and implementation of Comprehensive Adult Student Assessment System (CASAS) and English Literacy and Civics Education (EL Civics) testing and reports for ESL grant.
2. Coordinate ESL library database input, circulation, and loan follow-up with ESL students.
3. Organize instructional media in the office and monitors the faculty check-out process for timely returns.
4. Recruit, train, and provide work direction to student workers and classroom aides for such activities as EL Civics assessments and CASAS entry/update forms.
5. Develop clear and professional manuals that guide faculty and classroom aides through the CASAS timeline of events, assessment mandates, and data collection requirements.
6. Schedule and coordinate CASAS, EL Civics, and Student Learning Outcomes (SLO) activities with all involved personnel to ensure adequate staffing, workspace, availability of resources, and update memos and reminders to staff and faculty.
7. Maintain electronic and hard copy files of important documents such as EL Civics assessment rubrics, ELS student portfolios, and faculty absence forms.
8. Coordinate the printing of end-of-term certificates by making sure the faculty logs are properly entered and ESL database is appropriately linked.
9. Compile and analyze statistical reports and surveys related to CASAS, EL Civics, and other grant operations using TOPS Pro software and other resources.

10. Communicate department policy and procedures accurately as well as professionally with a diverse population including students, faculty, office staff, and managers.
11. Provide effective guidance, assistance, and information to ESL students within areas of responsibility.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. 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. District policies and procedures.
3. Noncredit ESL populations, programs, operations, and general policies.
4. Electronic data processing, procedures, and applications.
5. Record keeping techniques including software and database applications such as attendance logs.
6. Basic principles of leadership.
7. Problem solving and process improvement strategies.
8. Interpersonal skills using tact, patience, and courtesy.
9. Correct English usage, including spelling, grammar, and punctuation.

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. Interpret, apply, and explain district policies and grant regulations.
5. Work in a culturally and linguistically diverse environment (bilingual preferred); exercise tact and diplomacy.
6. Provide effective guidance, assistance, and information to ESL students within areas of responsibility.
7. Review situations accurately and determine appropriate course of action in accordance with established guidelines and within scope of responsibility.

8. Establish and maintain collaborative and effective working relationships with peers and supervisors, including members of the ESL leadership team consisting of classified staff, faculty, counselors, and managers.
9. Operate a variety of office equipment, including a PC and applicable software.
10. Analyze statistical data and trend patterns in CASAS reports, tables, and charts.
11. Develop and maintain procedures and processes to efficiently operate an office.
12. Operate computers with various programs, software, and database applications.
13. Diffuse high-stress situations with calm and professional communication strategies.
14. Work independently with little direction under heavy and diversified workload.
15. Communicate clearly and concisely, both orally and in written English, and preferably in a designated second language.

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 in any field; and
2. One year of work experience in an educational office setting.
3. Ability to converse in a language other than English which is spoken by the students served in the ESL program may be desirable.
4. A minimum of one year of work experience in an ESL learning environment is preferred.

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:

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; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires frequent standing in

and walking between work areas. 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 frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing 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 and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023