



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

INTENSIVE ENGLISH PROGRAM COORDINATOR

A Classified Position

[Grade 27 – Salary Schedule 60](#)

A. General Statement

The Intensive English Program Coordinator is responsible for assisting the Director of Community, Continuing and Corporate Education and the Project Director of the Silicon Valley Intensive English Program with the leadership, development, and management of the Silicon Valley Intensive English Program operating within the San Mateo County Community College District. The Silicon Valley Intensive English Program (SVIEP) will provide full-time and part-time intensive English instruction to international students, community residents and expatriated professionals and families from around the world. Under the supervision of the Director of Community, Continuing and Corporate Education, the Intensive English Program Coordinator is responsible for the coordination of the Silicon Valley Intensive English Program. S/he will administer/advise on all phases of the Institute to include matters of budget, staffing, program development, scheduling, testing and evaluation of instruction. In conjunction with the faculty, academic departments and administrative divisions, the program coordinator assists in providing day to day and long range planning for the ESL program and related student services. Public contact is extensive and includes students, staff, other educational institutions, community and business representatives, governmental agencies and the general public, for the purpose of exchanging program information and services. A high degree of independent judgment and creativity is required to adequately represent the District and program, to serve as a technical resource person for the program, and to design original program components and services. Consequences of errors in judgment can be costly in public relations and in employee time; however, management controls limit the risk of more serious consequences. The Intensive English Program Coordinator can lead the work of student assistants and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Working with the Project Director of the Silicon Valley Intensive English Program, assists with the Intensive English Program to develop educational opportunities for both international and domestic students
2. Serves as liaison with the academic departments and administrative divisions to make recommendations for program development, student services and policies for the students in the program
3. Makes recommendations to the Project Director for appropriate staffing

4. Coordinates appropriate scheduling of course offerings for all locations
5. Works with the college to determine and assign classroom and other spaces for the program
6. Assists with scheduling full and part time staff
7. Assists the Project Director with the development of the program budget
8. Coordinates student placement testing including the entering of final placement of students and the scheduling of interviews and testing
9. Assists with the planning and implementation of short term international programs and on site trainings for local industry
10. Maintains student statistical data and writes final reports
11. Coordinates the ordering of books for all course offerings including examination copies, desk copies and bookstore follow up
12. Prepares and distributes information related to registration, housing, end of program procedures and deadlines affecting program students
13. Maintains on-going communication with program faculty members
14. Researches grant opportunities for the program and assists the Director in grant applications
15. Represents the District and the program on a regional, state and international level at conferences and events involving ESL programs
16. Serves on College wide committees
17. Work occasional evenings or weekends for special events
18. Drive to other District sites and to locations in the community as required
19. Perform other related duties as assigned

C. Requirements

1. Bachelor's Degree in TESOL or Applied Linguistics or a closely related field
2. Three to five years of successful work experience of increasing responsibility in an educational setting
3. Extensive public contact experience that has demonstrated respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Demonstrated experience with educational program planning, particularly in the area of international student programs, implementation and evaluation
5. Demonstrated skill in effective collaborative and relationship building experience with diverse constituents
6. Experience with research, formatting, assessment and preparation of data for reports and other materials
7. Experience with the use of a variety of computer software to track and monitor data and produce written materials
8. Demonstrated skills in oral and written communication, including public speaking
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a customer service team

D. Physical/Other Requirements

This position requires attention to detail, good memory, teamwork, ability to work under deadline pressure, moving moderate to heavy objects, sitting and standing for periods of time, oral and written communication, pushing, pulling, bending, stooping, reaching, patience and tact in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge and experience in international program development
2. Knowledge and experience in English as a Second Language programs
3. Skills in marketing and sales techniques
4. Skill in communicating effectively with people at various levels within an organization
5. Skills in communicating respectfully, sensitively, and effectively with people who are diverse in their cultures, language groups, and abilities
6. Superior skill in written communication
7. Superior skill in oral communication, including public speaking
8. Skill in the use of the Microsoft Office Suite, Adobe Acrobat, and web-based content management systems to enter, format, and present complex financial, statistical, and other data and to produce a variety of written materials
9. Ability to manage projects, put systems in place, and design effective marketing materials
10. Ability to work as part of a high quality, effective customer service team

(1/2016)