

**Mt. SAN ANTONIO COLLEGE  
JOB DESCRIPTION**

Job Title	Office Supervisor, ESL	Range:	57
Date Created	December 17, 2003	Date Approved:	

**PRIMARY PURPOSE:**

The Office Supervisor, ESL, plans, schedules and performs a wide array of secretarial, clerical and instructional support duties in order to coordinate the operational activities of the office. This position supervises hourly, clerical and tutorial support staff. In addition, the Office Supervisor, ESL, is responsible for prioritizing the daily or evening operations of the office. Other decisions, such as the hiring of staff and policy or procedural changes, are referred to a higher authority.

**Essential Functions**

*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

1.	Answers calls to the instruction office and assists students, tutors and faculty as needed
2.	Sets up and manages files related to instructional, tutorial and office support
3.	Coordinates the evening tutorial workshops
4.	Manages database, files, timesheets and other record keeping
5.	Coordinates student assessment processes involving use of tutorial staff
6.	Orders supplies
7.	Assesses tutorial applicants
8.	Learns and applies emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner
9.	Performs related duties as assigned

**OTHER FUNCTIONS:**

The major challenges faced by this position include dealing with a high volume of students, instructors, and tutors, and being the supervisor of record for office operations during assigned hours.

**WORKING RELATIONSHIPS:**

The Office Supervisor, ESL reports to the appropriate area manager and maintains frequent contact with faculty, staff and students.

**EDUCATION AND EXPERIENCE:**

- High School Diploma
- 2 years of college or vocational training
- 2-4 years of directly related experience; office management preferred
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**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- District policies and procedures
- Administration and College requirements and procedures
- Human resources management
- Computer literacy; various software applications e.g., Microsoft Word, Access

**Skills and Abilities to:**

- Utilize strong analytical skills
  - Utilize strong problem solving skills
  - Excellent interpersonal and negotiating skills
  - Excellent written and oral communication
  - Management, organizational and supervisory skills
  - Communicate in languages other than English (Bilingual skills preferred but not required)
  - Work in a culturally and linguistically diverse environment
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**WORKING CONDITIONS:**

Typical office environment  
Ability to lift up to 25 lbs.

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