

## **DIRECTOR, ENGLISH AS A SECOND LANGUAGE**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the College's English as a Second Language (ESL) and Intercultural Programs, including development and implementation of ESL courses and programs; coordinates assigned activities with other College departments, staff, and outside agencies; provides highly responsible and complex professional assistance to management in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over faculty, professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This position is within the educational administrator classification and oversees, directs, and participates in all activities of the ESL Department, including planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to management in a variety of administrative, coordinative, analytical, and liaison capacities. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. Successful performance of the work requires knowledge of education policy and College functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas.

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

1. Assumes full management responsibility for all College ESL and Intercultural programs, services, and activities, including academic, vocational, citizenship, and career education and matriculation services for ESL students.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
4. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with

- employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
5. Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
  6. Oversees the provision of ESL placement testing services; ensures process of placement testing complies with professional, ethical, and regulatory requirements as determined by standards established by academic professional organizations and the state; provides expertise on development of policies and procedures in the implementation of matriculation regulations.
  7. Interprets and ensures compliance with Title 5 regulations and requirements related to noncredit programs.
  8. Works with faculty, assures planning and development of curriculum and Student Learning Outcomes (SLOs) related to the ESL program; develops, directs, and evaluates ESL assessment and course placement program for the College.
  9. Conducts a variety of analytical and operational studies regarding departmental and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
  10. Attends and participates in professional group meetings and various College committees and advisory groups; stays abreast of new trends and innovations in the field of ESL and other programs and services as they relate to the area of assignment.
  11. Collaborates and communicates with other College departments and staff and community agencies to develop and implement effective ESL; develops and implements marketing strategies to promote departmental programs.
  12. Monitors changes in laws, regulations, and technology that may affect College or departmental operations; implements policy and procedural changes as required.
  13. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects assigned by management.
  14. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
  15. Attends the College's annual commencement ceremony as part of their official duties.
  16. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
  17. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
  18. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
  19. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
  20. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.

21. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
22. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
5. Theories, principles, and practices of Second Language Acquisition (SLA) and their application to effectively provide high-quality services to students.
6. Research and reporting methods, techniques, and procedures.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
9. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
10. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
11. Techniques for effectively representing the College 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 interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

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

1. Implement, 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. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.

4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
8. Communicate effectively through various modalities.
9. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
10. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
11. Establish and maintain a variety of filing, record-keeping, and tracking systems.
12. 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.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### **Education and Experience:**

1. Master's degree from a regionally or nationally accredited college or university; and
2. Five (5) full-time equivalent years of increasingly responsible experience working with ESL instructional or similar programs.

#### **Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

#### **Licenses and Certifications:**

None.

#### **PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and

meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, 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 work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 1/2016; 8/2023; 3/2026