

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

**DEFINITION**

Under general supervision, performs a variety of responsible clerical duties in support of English as a Second Language (ESL) programs; assists in the orientation, training, and scheduling of Teacher Aides and assists with administrative processes, forms, data collection, and mandated assessments related to grants for ESL programs.

**SUPERVISION RECEIVED AND EXERCISED**

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

**CLASS CHARACTERISTICS**

This is an entry-level classification responsible for providing clerical assistance in the ESL division of the Continuing Education Department. This class is distinguished from the Office Assistant in that the former requires the knowledge of specialized ESL programs, policies and procedures.

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

1. Prepares and issues materials and equipment for student use; maintains records or materials and equipment used by students.
2. Prepares and maintains various programmatic and/or student files and records; monitors and tracks attendance and usage of assigned functional area.
3. Provides orientation and training to Teacher Aides in performance assessment techniques; trains in administering standard testing, including the Comprehensive Adult Student Assessment System (CASAS) and EI Civics for the WIA Title II (231) grant.
4. Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains departmental databases and reports.
5. Maintains classroom and laboratory environment in a safe, clean, and orderly condition.
6. Orders, receives, and stores supplies, materials, and equipment; maintains inventories, ensuring that adequate quantities are available for instructional use.
7. Prepares and maintains various records and reports related to operations and activities of assigned area as required.
8. Assists in the coordination of the use of lab facilities, ensuring the availability of appropriate supplies and equipment; facilitates the use of ESL programs, software, online resources for ESL students in the classroom and/or computer lab.
9. Trains and provides work direction to student workers as assigned.
10. Operates a variety of equipment related to the specialized area of assignment.
11. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

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. Principles, practices, procedures, and equipment of assigned subject area.
3. Tutorial techniques to assist students with low English proficiency.
4. Business letter writing and the standard format for reports and correspondence.
5. Principles and practices of data collection and report preparation.
6. Principles and practices of providing work direction and training.
7. Record keeping principles and procedures.
8. Modern office administrative practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, 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. Provide instructional assistance and technical advice to students on the availability and uses of instructional materials and equipment.
5. Provide information and assistance to students and staff.
6. Ensure the care and security of assigned equipment, materials, and supplies.
7. Issue and receive equipment and supplies.
8. Understand and follow oral and written directions.
9. Maintain records and prepare reports.

10. Learn, interpret, and apply federal, state, and local, administrative and departmental laws, codes, regulations, policies, and procedures.
11. Operate modern office equipment, including computer equipment, copiers, printers, software programs, and cash register.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Make sound, independent decisions within established policy and procedural guidelines.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

1. Equivalent to the completion of the twelfth (12<sup>th</sup>) grade; and
2. One (1) year of varied office support experience preferably involving public contact.
3. Ability to converse in a language other than English which is spoken by the students served in the ESL program may be 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:**

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