

DIRECTOR, ENGLISH LANGUAGE LEARNERS

DEFINITION

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

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a Department Director classification that oversees, directs, and participates in all activities of the ESL Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Dean, Continuing Education in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. 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. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the Dean, Continuing Education in that the latter has overall management responsibility for all Continuing Education Division functions, programs, and activities, for accomplishing divisional planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all District 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 District 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 department personnel and faculty; 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 and termination 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 District 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. Develops, directs, and evaluates ESL assessment and course placement program for the District.
9. Working with faculty, assures planning and development of curriculum and Student Learning Outcomes (SLOs) related to the ESL program.
10. Develops and implements marketing strategies to promote departmental programs.
11. 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.
12. Advises, provides guidance, and prepares and delivers presentations on issues and programs pertaining to ESL.
13. Attends and participates in professional group meetings and various District 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.
14. Collaborates and communicates with other District departments and staff and community agencies to develop and implement effective ESL.
15. Maintains and directs the maintenance of working and official departmental files.
16. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
17. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Continuing Education.
18. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
19. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

21. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
22. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
23. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
24. 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.
25. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
26. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA 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 career and community education programs, services, and operations.
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.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. 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. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Provide administrative and professional leadership and direction for the department and the District.
6. Prepare and administer budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer a variety of ESL programs, services, and activities.
12. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. 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.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a Master's degree from a regionally accredited college or university with major coursework in education, Adult Language Acquisition, or a related field; and
2. Five (5) 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:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, 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 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 occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 1/2016; 8/2023