

Literacy Center of West Michigan

<b>POSITION</b>	<b><i>Program Coordinator, Customized Workplace English</i></b> <b><i>FSLA: Exempt (FT) Salary: Commensurate with Experience</i></b>
<b>REPORTS TO</b>	Customized Workplace English Manager
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• <b>Education:</b> Must have MA in TESOL, or Literacy Studies, or be in the process of receiving one of those degrees.</li> <li>• <b>Experience:</b> Experience with ESL curriculum development (preferably for adults), cross-cultural education, as well as having a bilingual working experience in the business community.</li> <li>• <b>Knowledge and Skills:</b> Familiar with Microsoft Office Programs, Google Drive, and other tech-based educational programs; culturally sensitive, self-motivated, reliable, attentive to detail, excellent communication and problem solving skills. Applicant must have transportation to work throughout West Michigan. Preference given to bilingual applicants.</li> </ul>
<b>GENERAL DESCRIPTION</b>	Support a workplace and community-based ESL program that provides English language and literacy training to companies and their employees. Responsible for assisting in curriculum development, needs analysis, teacher scheduling, course planning and preparation, maintaining the quality of instruction, contracting with new and past clients, and providing daily program support.
<b>AREAS OF RESPONSIBILITIES</b>	
<b>Contracted and Part-time Trainer Management</b>	<ul style="list-style-type: none"> <li>• Revise and maintain up to date trainer orientation (pre-service).</li> <li>• Conduct trainer recruitment, interviews, orientation and training.</li> <li>• Manage trainer schedules, assignments, invoices, and trainer reports.</li> <li>• Supervise and evaluate contracted and/or part-time trainers, including observations and evaluations. Report to Program Manager on evaluation results.</li> </ul>
<b>Design and Implement Training Programs and Develop Curriculum</b>	<ul style="list-style-type: none"> <li>• Work closely with program manager to develop and maintain an integrated, contextualized workplace English program that addresses companies' or specific community-based classes' goals and needs.</li> <li>• Develop a program delivery schedule that ensures activities align with company/community-based classes' needs and are appropriately sequenced and conducted per program contract and/or grant</li> <li>• Select textbooks and curriculum for classes and/or assist other instructors.</li> <li>• Supervise development of and/or develop company-specific materials.</li> <li>• Conduct Needs Assessment and linguistic profiles as needed and utilize the findings in developing curriculum statements and program goals.</li> <li>• Identify program designs and resources to address the needs of the company and community-based learners.</li> <li>• Identify, design and implement student recruitment strategies in on-site and community-based classes, including LCWM joint orientations.</li> <li>• Coordinate and conduct learner testing in CASAS, WorkKeys, etc.</li> <li>• Maintain testing records and communicate about testing to instructors, students and outside staff.</li> <li>• Train new CWE staff on testing procedures.</li> </ul>

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	<ul style="list-style-type: none"> <li>Record program information and learner achievements using the appropriate processes and documents.</li> <li>Evaluate/obtain feedback on effectiveness and impact of trainings.</li> <li>Maintain on-going communication with HR reps and/or supervisors.</li> <li>Conduct company, instructor and participant evaluations.</li> <li>Write and present end of class reports.</li> </ul>
<b>Provide Instruction and Instructor Support</b>	<ul style="list-style-type: none"> <li>Provide instruction when necessary</li> <li>Develop teaching activities and materials addressing learner goals and job demands.</li> <li>Identify and adapt program designs and resources to address the needs of a company and its learners.</li> <li>Maintain attendance and progress records of individual learners.</li> <li>Maintain portfolios of evidence of individualized learning progress.</li> <li>Consult with the CWE program manager, client liaison and supervisors to identify progress and solutions to issues.</li> <li>Assist with training new CWE staff trainers.</li> <li>Assist with staff professional development, when needed and as related to online curriculum development.</li> </ul>
<b>Relationship Management and Planning and Evaluation Team (PET) Involvement</b>	<ul style="list-style-type: none"> <li>Support client/company understanding and commitment to the program to ensure it adds maximum value.</li> <li>Address problems/issues that arise in program to CWE program manager.</li> <li>Identify and recommend activities that build client companies' capacity and ability to develop long-term workplace communication and literacy</li> <li>Inform clients of program progress and clarify issues.</li> </ul>
<b>Create and Maintain Systems</b>	<ul style="list-style-type: none"> <li>Create, review, and revise processes for using internal databases.</li> <li>Coordinate data entry (new classes, etc.) in internal and/or other required databases.</li> <li>Analyze CWE program statistics for staff, board, and grantors.</li> <li>Review and revise current processes (testing procedures, curriculum development, etc.).</li> <li>Revise and update IOPs on an as needed basis.</li> <li>Train CWE staff on databases and Google Documents.</li> <li>Work with all staff members to assure completion of internal processes and procedures per direction of Program Manager.</li> <li>Assist Program Manager in maintaining sales records and sales tracking.</li> </ul>
<b>Grant Management</b>	<ul style="list-style-type: none"> <li>Assist in data collection for specific grants and/or program as a whole.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Support efforts to build a literate community and transform lives by strengthening reading and language skills.</li> <li>Contribute to the office culture and to carrying out its strategic plan.</li> <li>Support office culture and values and exhibit cultural competency.</li> <li>Other duties as assigned per grant or contract requirements.</li> </ul>
<b>Application Deadline</b>	<b>November 23, 2015, please submit résumés and cover letters to Diedre Deering: <a href="mailto:ddeering@literacycenterwm.org">ddeering@literacycenterwm.org</a></b>