Position Title: English as a Second Language (ESL) Coordinator
Department: Pathways Operations
Supervisor: Pathways Operations Manager
FLSA/ Status: Non-Exempt/ Part-time (20 hours)
Job Grade: 3
Hiring Range: $21.6 to $23.5 per hour
Created: September 2022

WHO WE ARE
Mi Casa Resource Center (MCRC) is committed to creating pathways to opportunity for low-income and underserved individuals. In 1976, seven mothers and one father living in West Denver founded what would become Mi Casa Resource Center. MCRC has grown to deliver programs that advance economic self-sufficiency for the entire family. As one of Denver’s largest and longest-standing Latino-led and serving organizations, we have earned community trust by providing culturally competent services grounded in community need.

Our Business and Career Pathways programs support economic growth. Career Pathways trains, supports, and connects low-income jobseekers to high-demand careers that meet their personal and professional needs. Business Pathways combines trainings, consulting, and wraparound services for underserved business owners and entrepreneurs at every stage. With MCRC’s support, participants gain the education and skills needed to generate income, move up career ladders, and build businesses.

WHY WORK AT MI CASA
• Be part of an organization and team culture that values employee input, makes data informed decisions, cares about the community, and has fun while doing it.
• A stipend for professional development and a team that will support your growth.
• Opportunities to participate in committees such as workplace culture and safety.

POSITION SUMMARY
Mi Casa Resource Center is seeking a bilingual individual with experience in program coordination, excellent customer service & communication skills and a passion for working with underserved communities to serve as English as a Second Language (ESL) Coordinator. This is a part time non-benefit eligible role working approximately 20 hours per week. This individual needs to be available to work onsite during the hours of 4:30pm to 7:30pm Tuesdays and Thursdays as well as 9:30am to 12:30pm on Saturdays which are the scheduled class hours.

The English as a Second Language (ESL) Coordinator coordinates the day-to-day aspects for the operations of MCRC’s ESL program. This position ensures the smooth operation of ESL classes, including but not limited to supporting volunteer instructors during class, welcoming students to the program including communicating class dates and times, overseeing, and reconciling class payments and ensuring that the participant file is complete. This position supports the Outreach & Enrollment Coordinators with outreach and enrollment in this program. This position also connects the participants to other resources and supports within as well as outside the organization. This position is involved in data collection, data entry and reporting as related to the ESL program. This position also supports our other programming by collaborating with team members, supporting training, and technological needs assessments.

KEY RESPONSIBILITIES:
Participant Interaction
• Answers phone calls, greets participants, and follows up with participants regarding ESL class schedules and registration.
• Supports participants with online registrations ESL classes as a back-up to the Outreach and Enrollment Coordinators.
• Connects ESL participants to relevant internal and external services and supports including the Resource Navigator as needed.
• Assists ESL participants with their digital challenges during ESL enrollment process including but not limited to assisting with completion of all forms needed.

Operations
• Works with Outreach & Enrollment Coordinators to outreach and recruit participants into the program.
• Ensures successful completion of ESL participant intake & enrollment, collection of identification and proof of residence.
• Attends and supports each ESL class to ensure smooth experience for participants.
• Maintains the Volunteer Google Drive with ESL curriculum and activities and ensures transfer of activities and documents from online drive to the organization’s shared drive.
• Collaborates with the Volunteer Coordinator to confirm volunteer instructor schedules and availability for trainings.
• Collects attendance, updates in Salesforce database, and reconciles the training completion at the end of each cohort.
• Coordinates with participants to collect payments for ESL classes during registration process which includes intake, enrollment sessions which includes intake and language assessment.
• Creates the ESL class schedule including program start and end dates, registration sessions in collaboration with the Operations Manager and Volunteer Coordinator.
• Provides feedback in adapting ESL curriculum, strategies, and scheduling to best benefit the ESL participants.

Evaluation
• Oversees timely, accurate, and detailed maintenance of files on all ESL participants.
• Performs timely data entry of all participants contact in agency and any external databases (including phone calls, emails, and appointments)
• Tracks data and prepares reports as needed.
• Works with team members and volunteers to oversee and implement evaluation efforts.

Other
• Performs other duties as assigned within scope of practice.

QUALIFICATIONS
• 1-3 years of experience in program coordination or administration or an equivalent combination of education and experience.
• Bilingual English/Spanish required.
• Ability and experience communicating with diverse populations a plus.
• Computer experience with word processing, spreadsheets, and database management.
• A Background check is required along with a valid driver’s license and auto insurance.

KEY COMPETENCIES
• Excellent communication and customer service skills
• Respect for low-income and diverse communities
• Extremely well-organized and efficient in managing multiple responsibilities
• Highly detail-oriented with an eye on quality
• Self-starter with strong creative problem-solving abilities
• Flexible and adaptable to a fast-paced dynamic work environment

Mission: We create pathways to opportunity.
Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.
We know that women and people of color are often less likely to apply to a position if they don’t match 100% of the job qualifications. Don’t let that be the reason you miss out on this opportunity! We encourage you to apply even if you don’t think you’re the perfect candidate.

**Mi Casa Resource Center is an equal opportunity employer.**

Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by November 11, 2022. Interviews may occur as qualified candidates apply.