

JOB TITLE: AEL Volunteer and Orientation Specialist (Grant Funded)

DEPARTMENT: AEL

LOCATION: Union Campus

REPORTS TO: Director, AEL

FLSA: Exempt

LEVEL: 201

DATE: 3/24/25; 2/24/23 (new position)

POSITION SUMMARY: AEL Coordinator is responsible for providing program support to the AEL program, through managing new student orientation, training and scheduling literacy volunteers, occasional substitute teaching, and assisting instructors in AEL classrooms. Case manager for literacy students supported with volunteer tutors.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)*

Completion of bachelor's degree in related field and substitute teacher or AEL certification with DESE; and prefer two years adult education related experience.

ESSENTIAL TASKS: *Employee must be able to perform the following functions to the satisfaction of the employee's supervisor.*

- Manage and facilitate the new student orientation process (including scheduling, administering tests, test scoring, data entry, and reports.)
- Proctor assessments: managing test sessions, administering, and monitoring tests in progress, and reporting testing irregularities
- Enroll students in learning software, advising/preparing students, new student paperwork and filing (digital)
- Distribute student surveys according to current processes and procedures, report any results with relevant impact on processes and procedures
- Maintain appropriate records for the program, student progress, volunteer hours and additional as needed
- Assist students and instructors with instructional computer assisted programs and computer access issues
- Monitor activity in the classroom to help ensure a professional and student focused learning environment.
- Assist with training of new AEL instructors to work with volunteer tutors and literacy students.
- Represent the literacy council and AEL program as needed to partner institutions, local industry, and community organizations.
- Responsible for day-to-day activities and case management of AEL volunteer tutor program
- Recruit, train, and evaluate volunteers
- Coordinate with local literacy councils for fundraising and outreach activities
- Attend DESE training, and other meetings as requested
- Responsible for answering phones, responding to voice or e-mail messages
- Update curriculum in Canvas class sites
- Assist in planning and coordinating the HiSET Graduation Ceremony with invitations and RSVP for students, program development and printing, room reservations and supplies, and other related duties
- Assist students from diverse backgrounds and learning levels with patience
- Maintain program information on ECC website, orientation dates and times and program information and share on Facebook and other applicable social media pages
- Substitute teach as needed
- Ability to travel to off-campus sites
- Participate on College committee and professional organizations as appropriate
- Adjustment of hours involving evening and/or weekend work may be required
- Maintain certification by participating in required annual professional development training for recertification
- Ensure that all activities are conducted within the established guidelines of FERPA, DESE, state and federal mandates and laws.

- Communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the general public.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), Title II of the Adult Education and Family Literacy Act, Title VII, Title IX, ADA and other applicable laws pertaining to employment and education; ability to work with Microsoft Office, including but not limited to, Excel, Forms, and Sharepoint, and other tech skills including Zoom, ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; strong interpersonal skills, including ability to relate to a variety of people in different age groups; ability to participate as a team member; ability to understand and interpret rules and regulations, and ability to adjust to change; ability to handle confidential material judiciously; ability to manage multiple projects; broad knowledge of teaching strategies and learning styles; ability to perform all essential functions using safe work methods and following safety regulations relating to job.

LEADERSHIP and COMMUNICATION SKILLS: Ability to respond meaningfully to the needs of individuals with respect and sensitivity; excellent customer service skills; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to exchange ideas, facts, information, and opinions effectively and accurately with others; ability to give instructions or assignments to others; arrive at decisions, develop conclusions, or develop solutions; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to direct, manage or lead others; establish and maintain effective and collaborative working relationships with faculty, staff, other departments, students, and the public; may develop and administer operational programs and responsible for short-term and long-term planning; comply and enforce policies, procedures, and instructions.

DECISION-MAKING and ANALYTICAL SKILLS: Ability to make administrative and procedural decisions; ability to use independent judgment and discretion; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; develop and maintain budget; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- **Environment:** Work is performed primarily in a standard classroom and/or office setting with frequent interruptions and distractions; will require flexible schedule to work evenings and/or weekends; available to travel to participate in meetings, conferences, and other activities related to the position duties.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a classroom setting; to stand or sit for prolonged periods of time; to regularly stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight;

POSITIONS SUPERVISED: None

SIGNATURES: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.