

## **5-10 Professional and Staff Position Descriptions**

[Director of the English Language Institute](#)

[Associate Director for Academic Programs](#) \*

[Associate Director for Intensive English Program](#) \*

[Assistant Director of the English Language Institute](#)

[Assistant Director of Admissions and Recruitment](#)

[Assistant to the Director, Finance](#)

[Coordinator in Support of ELI's Orientation and Administrative Services](#)

[Admissions Counselor and Conditional Admissions Program Coordinator](#)

[Admissions Staff Assistant](#)

[Program Manager](#)

[Technology Coordinator](#)

[Self-Access Learning Center Coordinator](#)

[Tutoring Center Coordinator](#)

[Level Coordinator](#)

[Coordinator for Human Resources and Student Financial Services](#) \*

[Housing Coordinator](#) \*

[ELI Annex Office Coordinator](#) \*

\*New positions in 2011.

## Director's Position Description and Duties

### **The Director of the ELI**

The Director, as chief representative and executive officer of the Institute, has the responsibility for supervising and coordinating all administrative, teaching, research, and service activities. In accord with University regulations and in the spirit of open and cooperative decision-making, the Director will provide leadership in formulating the Institute policies concerning academic programs, budgetary matters, and faculty, professionals, and staff. The Director will also provide leadership in implementing these policies and in interpreting them to the College, University, and the wider professional and general communities. The general responsibilities of the Director are enumerated in the University of Delaware's Policy Guide for Department Chairs and Academic Program Directors and in the ELI Faculty Handbook. (from ELI Bylaws, June 4, 2003)

Specific responsibilities of the Director are listed below:

- I. Budget
  - A. Drafting/oversight of annual budgets
  - B. Session reports to Dean
  - C. Monthly and Session monitoring of accounts with Assistant to Director
- II. General Program Oversight and Development
  - A. Oversight: Legal Studies Program with Legal Studies Coordinator
  - B. Administer: Public School English Language Learning Program
  - C. Administer MA TESL Program (See X below)
  - D. Development of Business ESL programs with Asst. and Assoc. Directors
  - E. Committee work and oversight of Committee chairs. Direct service on
    1. Advisory Committee
    2. Committee on Student Conduct and Attendance
    3. Scholarship Committee
  - F. Curriculum development with Associate Director and Curriculum Committee
  - G. Supervise all full time faculty, administrative professionals
  - H. Oversight with academic coordinators of short term and funded programs
  - I. Development new short term programs and ELI linkages with other universities and organizations
  - J. Write grant proposals
  - K. General Oversight: Orientation Program with Assistant Director (who has direct oversight)
  - L. General Oversight: Tutoring Center with Associate Director (who has direct oversight)
  - M. General Oversight: Language Lab/SALC with Associate Director (who has direct oversight)
  - N. General Oversight: Office staff with appropriate professional administrators

- III. Grants and externally funded projects
  - A. English Language Learning public school annual program negotiations, review, and renewal
  - B. Budgets for all short term/ministerial/federal programs
    - 1. Short term renewals (ten to fifteen programs annually).
  - C. Planning/writing or co-writing proposals with others
    - 1. Grant Management, active accounts
    - 2. Grant reconciliations with Assistant to Director
- IV. Marketing
  - A. Agency agreement development with Assistant Director for Admissions
  - B. Developing ads, brochures with Asst. Dir. for Admissions and Marketing Committee
  - C. Determining and taking recruitment trips with the Marketing Committee
  - D. Developing marketing plan with Marketing Committee
  - E. Special program proposals.
  - F. Responding to special email inquiries
  - G. Working with Office of Enrollment Services on jointly marketing University and on UD's Conditional Admissions Program (CAP)
- V. Session Duties
  - A. Student placement with Associate and Assistant Director
  - B. Assigning teachers to classes/rooms with Assistant/Associate Directors
  - C. General oversight for hiring temporary teachers with Associate Director, who has direct oversight
  - D. First Day Memo
  - E. Opening Day Meeting/Orientation
  - F. Special student requests/problems pertaining to program status
  - G. End of Session student meetings with Associate Director
  - H. Review of enrollment/billing status with Assistant to Director
- VI. Faculty oversight duties
  - A. Preside over faculty meetings
  - B. Address faculty requests/issues
  - C. Faculty development
  - D. Administer: faculty annual evaluations, observations, peer reviews, promotion, searches
  - E. Developing faculty related policy with teachers and Advisory Committee
- VII. Student oversight duties
  - A. Student problems
  - B. Problem students (implementing ELI Code of Conduct)
  - C. Student advisement

- VIII. Liaison Work
  - A. Representing ELI to University community, esp. CHEP and SOE
    - 1. Attend Chairs Caucus Meetings (University)
    - 2. Attend Chairs Meetings with Dean (college)
  - B. Working with ministries and sponsoring agencies
  - C. Representing ELI to professional associations
  - D. Serving on State of Delaware English Language Learning Advisory Committee
- IX. Teaching
  - A. Conducting training workshops for teacher training programs
  - B. Teaching graduate courses in the School of Education:
    - 1. EDUC 647, with instructional support from ELI colleagues
    - 2. Instructor of record for EDUC 742, MA TESL Practicum
  - C. Providing ELI classroom instruction or substitution on emergency basis
- X. Coordinating MA TESL Program
  - A. Responding to applicant inquiries
  - B. Keeping abreast of program/UD/state requirements
  - D. Program/curriculum development, in consultation with graduate committee
  - E. Advising students
  - F. Conducting new student orientation
  - G. Working with graduate committee on student admissions
  - H. Overseeing MATESL NCATE accreditation
  - I. Overseeing 18 credit portfolio process with graduate committee members
  - J. General oversight of student teacher training process with supervisor, who has direct oversight
  - K. Overseeing practicum training with cooperating ELI faculty members
  - L. Scheduling classes and hiring faculty for EDUC 647, 698

## **ASSOCIATE DIRECTOR ACADEMIC PROGRAMS**

### **CONTEXT OF THE JOB:**

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,800 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, private tutoring, and evening ESL study.

Under the general supervision of the Director, the Associate Director for Academic programs administers programs and activities related to the preparation of students for degree studies at UD and other institutions of higher learning.

This position reports directly to the Director of the English Language Institute and supervises the Self-Access Learning Center Coordinator, approximately ten S contract faculty, and one or more staff members. The Associate Director supports the Director in supervising and evaluating the Institute's temporary full time English for Academic Purposes faculty.

### **MAJOR RESPONSIBILITIES:**

Administers the Institute's academic preparation programs: the Conditional Admissions Program (CAP), the English for Academic Purposes Academy (EAP), and, jointly with the Assistant Director for Student Services, the Bridge Program, the Freshman Year Experience, and funded EFL Teacher Training Programs. Serves on the Curriculum Committee; manages and coordinates EAP courses and EAP-related electives and curriculum development, review and revision; works with faculty on level coordination and textbook selection; orders all EAP textbooks. Develops and administers remedial language support classes. Recruits, hires, and supervises supplemental faculty members working on S contracts, and provides orientation, professional development, and annual evaluations for faculty under supervision. Participates in administration of diagnostic testing and academic program level placement.

Oversees SALC operations; supervises SALC coordinator, approves the selection and purchase of software and materials; and with the SALC Coordinator develops programs, as appropriate. Serves as liaison to the English Department and the Registrar's Office in the awarding of credit for ELI EAP course work.

### **SHARED RESPONSIBILITIES:**

Represents ELI in the absence of the Director, as assigned. Provides administrative coverage with others in event of administrative team member absences.

Serves on Marketing Committee; develops marketing strategy with the Institute's Administrative Team. Travels several times per year in support of ELI marketing and recruiting.

Available to teach one class, one to two sessions a year--approximately 15% of effort. Provides workshops for teacher training programs; serves as academic coordinator for one to two special programs a year; provides advisement for students in the Institute's academic programs.

Assists with grant proposal writing.

Serves on and may co-chair ELI committees, such as Curriculum, Assessment, Textbook, Advisory, Student Conduct, or Technology.

Serves on the MA TESL Graduate Committee; participates in admission decisions; advises up to six graduate students during their program; may teach in the MA TESL Program, either as instructor of record for an entire course or as occasional guest lecturer.

### **Qualifications**

The Associate Director for Academic Programs should have a master's degree in TESL, preferably a doctorate in a related field; have extensive experience in intensive English program administration, assessment and curriculum development. In addition, the Associate Director should have a distinguished record of accomplishment in teaching ESL, particularly in English for Academic Purposes. The successful candidate will have a strong record of ESL scholarship and grant writing or program development experience. Strong technology skills are essential. The candidate should be willing to travel overseas for some part of the position.

## **INTENSIVE ENGLISH PROGRAM ASSOCIATE DIRECTOR**

### **CONTEXT OF THE JOB:**

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,800 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, private tutoring, and evening ESL study.

Under the general supervision of the Director, the Associate Director for Intensive English Programs (IEP) administers general, business, or pre-academic English as a Second Language programs and activities.

This position reports directly to the Director of the English Language Institute and supervises the Tutoring Center Coordinator, approximately twenty S contract faculty, and one or more staff members. The Associate Director supports the Director in supervising and evaluating the Institute's full time Intensive English Program faculty.

### **MAJOR RESPONSIBILITIES:**

Administers the General English Track, Business English Track, and Corporate Training Programs of the Institute's Intensive English Program. Serves on the Curriculum Committee; manages and coordinates IEP curriculum and course development, review and revision; works with faculty on level coordination and textbook selection; orders all IEP textbooks. Develops and administers remedial language support classes. Recruits, hires, and supervises supplemental faculty members working on S contracts, and provides orientation, professional development, and annual evaluations of faculty under supervision. Oversees post-placement student retesting and class changes, inputting results in database. Co-chairs with the Director the student retention meetings, inputting results in database.

Oversees Tutoring Center; supervises the TC coordinator; approves the hiring of new tutors; and with the Tutoring Center Coordinator develops and provides a program of tutor development. Oversees the Listening Laboratory, supervising the LL instructor, providing lab development, as needed.

Administers the International Teaching Assistant Training Program. Manages the summer and winter ITA programs in coordination with the University's Office of Graduate Studies. Develops, reviews and revises program curriculum; recruits, hires and trains S-contract program faculty; liaises with departments; manages pre-and post-program SPEAK and UDIA testing; handles data entry; reports to all affected departments; processes program evaluations and reports results to the Director and Assistant Provost for Graduate Studies.

## **SHARED RESPONSIBILITIES**

Represents ELI in the absence of the Director, as assigned. Provides administrative coverage with others in event of administrative team member absences.

Serves on Marketing Committee; develops marketing strategy with the Institute's Administrative Team. Travels several times per year in support of ELI marketing and recruiting.

Available to teach one class, one to two sessions a year--approximately 15% of effort. Provides workshops for teacher training programs; serves as academic coordinator for one to two special programs a year; provides ELI student advisement for IEP courses.

Assists with grant proposal writing.

Serves on and may oversee ELI committees, such as: Advisory, Corporate Training, Scholarship, Curriculum, Assessment, and the Textbook.

Serves on the MA TESL Graduate Committee; participates in admission decisions; advises up to six graduate students during their program; may teach in the MA TESL Program, either as instructor of record for an entire course or as occasional guest lecturer.

### **Qualifications for Position**

The Associate Director for the Intensive English Programs should have a master's degree in TESL, with a doctorate preferred in a related field; have extensive experience in intensive English program administration and curriculum development. In addition, the Associate Director should have a distinguished record of accomplishment in teaching ESL, at all levels. Preferably, the successful candidate will have a strong record of ESL scholarship, material development, teacher training, and grant writing or program development experience. The candidate should be willing to travel overseas for some part of the position. Strong technology skills are essential.



## **Assistant Director's Position Description and Duties**

### **The Assistant Director of the ELI**

The Assistant Director serves as scheduling officer and orientation supervisor for the Institute. In this role, she has the following major responsibilities:

- I. Scheduling
  - A. Coordinates the testing of new students
  - B. Places students, with the Director/Associate Director
  - C. Works with Director/Associate Director in assigning teachers to classes and rooms
  - D. Enters new students in to the data base and creates schedules/rosters
  - E. Maintains the ELI database
  - F. Produces database-driven reports on enrollment, demographics, attendance, grades, addresses, etc.
- II. Orientation
  - A. Supervises staff assistant responsible for housing, new student arrival, and student transportation
  - B. Develops orientation policies and procedures in consultation with Director and Orientation Committee
  - C. Develops cultural programming in collaboration with the Orientation Committee
  - D. Oversees language partner program
  - E. Working with the Orientation Committee, oversees development of ties with campus and community organizations to foster greater involvement of ELI students in University and greater Newark activities
  - F. Serves ELI liaison for homestay and host family coordinator

Other major responsibilities of the Assistant Director include:

- III Teaching, Program Coordination, and Advisement
  - A. Approximately 25% of effort, teaches one class, three to four sessions a year
  - B. Provides workshops for teacher training programs
  - C. Serves as academic coordinator for one to two special programs a year
  - D. Provides ELI student advisement, particularly on orientation and cultural adjustment related issues
- IV. Other ELI responsibilities
  - A. Represents the ELI in the absence of the Director or Associate Director
  - B. Provides administrative coverage with others in absence of Associate Director
  - C. Assists with grant proposal submission
- V. Committee service
  - A. Advisory (as alternate for Associate Director)
  - B. Corporate Training
  - C. Orientation Committee
- VI. MA TESL Program
  - A. Serves on MA TESL graduate committee
  - B. Advises up to six graduate students
  - C. Teaches as occasional guest lecturer in Advanced Methods 647



**University of Delaware**  
**Position Description**

**Position Title:** Assistant Director

**Date Prepared:** 1/14/2009

**Department:** English Language Institute

**Incumbent:** Nadia Redman

**College/Admin Office:** CHEP

**Prepared by:** Scott Stevens

**Location:** Newark

**Approvals:** Via e-mail

**Title of Supervisor:** Director

**Level:** 13

**Position Number:** 10001270

**CONTEXT OF THE JOB:**

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,600 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, private tutoring, and evening ESL study.

Under the general direction of the Director, the Assistant Director oversees the program marketing, recruitment, and admissions for students in all ELI programs. The Assistant Director reports to the Director and supervises one full time staff employee and several student workers.

**MAJOR RESPONSIBILITIES:**

**Administer ELI Admissions:**

Manages ELI's Admissions Office, overseeing enrollment of students in the ELI's core Intensive English Program.

Responds to all admissions inquiries, confirms eligibility, processes applications, drafts appropriate visa forms, and issues acceptance packages.

Counsels applicants and current students about visa restrictions and DHS immigration policies; provides admission advisement for potential students and their agents.

Tracks student visa compliance, reports non-compliance to the Office of Foreign Students and Scholars (FSSS).

Develops training initiatives and materials and determines effective instructional/delivery methods for staff.

**Manages the ELI's marketing and recruitment efforts:**

Serves as Chair of the ELI Marketing Committee.

Responsible for the development and implementation of marketing/recruitment strategic plans and campaigns (with consultation from the Director and input from Admissions Associate).

Establishes short- and long-range marketing/recruitment objectives.

With Admissions Associate, develops innovative marketing/recruitment strategies to support the University's goal of attracting a talented and diverse student body; analyzes marketing data and uses results to modify these strategies.

Identifies developing markets and target countries to advise Director.

Recommends and executes strategies for continued success in proven markets. Designs and oversees distribution of ELI marketing materials.

Develops and implements activities for e-recruitment and online communication to potential/ current students, agents, and the UD community; oversees ELI consultant's and webmaster's revision of website material.

Responds to inquiries about all ELI programs from potential students and their agents.

Manages marketing budget in excess of \$200,000, with oversight of Director and input from Assistant to the Director.

Represents University of Delaware at domestic and international fairs and workshops; makes public presentations/seminars at agencies abroad as part of recruitment efforts.

Performs miscellaneous job-related duties as assigned.

**QUALIFICATIONS:**

Bachelor's degree, Master's degree preferred, in Business Administration or Marketing and three years job-related experience. Foreign language skills preferred. Effective oral and written communication skills, cross-cultural communication skills, and public speaking abilities are vital. Knowledge of Microsoft Office (Access, Publisher, Word, Excel, PowerPoint) and Student Exchange & Visitor Information System (SEVIS) is required. Extensive knowledge of and training in student and sponsored visa regulations and policies is essential, with general knowledge of all other visa types needed. Ability to work independently and find creative solutions to issues concerning all aspects of admissions. Familiarity with University policies and procedures is preferred.

**Special qualifications:** Requires international travel and the ability to interact with people of different cultures and positions.



**University of Delaware**  
**Position Description**

**Position Title: Finance Coordinator**

**Date Prepared: 11/07/2008**

**Department: English Language Institute**

**Incumbent: Robert Arban**

**College/Admin Office: College of Education and  
Public Policy**

**Prepared by: Scott Stevens**

**Location: Newark**

**Approvals: Michael Gamel-McCormick**

**Title of Supervisor: Director**

**Level: 13**

**Position Number: 10000682**

**CONTEXT OF THE JOB:**

The English Language Institute currently consists of a student body of an average enrollment of 1,700 international students each year. In addition to the regular ELI Intensive English Program, there are dozens of special programs and externally funded programs offered.

Under general direction of the Business Manager, the Finance Coordinator is responsible for key fiscal operations of the Institute. This position implements and helps establish budgetary procedures, practices, and reporting; supervises and monitors spending of internal grant and departmental funds; and handles program billing and charges.

This position reports directly to the Business Manager of the English Language Institute and supervises one full time staff member and several part time employees.

**MAJOR RESPONSIBILITIES:**

Assist Business Manager and Director with unit's annual budget preparations; directly responsible for financial reconciliation of each of the ELI's six sessions of study. Pursue other budget/fiscal responsibilities and projects as assigned by the Director and Business Manager.

Charge and monitor collection of tuition from students in each session of study. Invoice students or sponsors; record charges, additional fees, and credits on UDSIS student accounts; collect credit card payments for tuition; monitor student accounts for accuracy and payment; work with Billing and Collections to reconcile accounts.

Responsible for grant and special project budget generation. Provide advice and assists faculty with proposals to ensure accurate budget preparation and compliance with university and agency regulations. Prepare related financial and regulatory forms. Maintain database of current and pending research support; develop faculty effort reporting system for sponsored projects. Implement and supervise practices and procedures to regulate and monitor grant and internal account spending. Work with Research Office to close out grant accounts.

Identify atypical/critical situations or problems and resolves them by interpreting guidelines and developing an appropriate course of action to achieve the desired results. Apprise and make recommendations to the Business Manager or Director as appropriate. Participate directly with Business Manager in formulation of related department policies, ensuring that the fiscal and personnel practices are in compliance with

university regulations, policies, and appropriate laws; interpret university and department policies, and advise faculty, staff, and students on their provisions.

Oversee and monitor department personnel fiscal management. Supervise staff member in: preparing miscellaneous wage payroll; monitor faculty/administration reimbursements; prepare and monitor faculty S-Contracts, personnel action forms, maintainng personnel records including sick/vacation time and peer review documentation.

Supervise and evaluate office staff and assign duties. Review and approve supply expenditures. Monitor all credit card purchases for compliance with University regulations. Maintain all administrative files and assist Director and Business Manager with administrative duties, such as facility/equipment oversight and planning special functions, such as regular graduations and receptions.

**QUALIFICATIONS:**

Bachelor's degree in accounting, business or related field and three years experience with budget administration and, preferably, working familiarity with University of Delaware Fiscal policies and procedures. Proficient computer skills, particularly with accounting software, and effective oral and written communication skills.

**Coordinator in Support of ELI's Orientation and Administrative Services**  
**Position Description and Duties**  
**S-6**

**Coordinator for the ELI**

The ELI Coordinator provides program support, including administrative and orientation aspects of our intensive English Program and for the more than a dozen short term programs offered by the ELI each year. In particular, this individual coordinates student housing, transportation, new student registration, in addition to supporting new student orientation. The Coordinator, who is supervised by the Assistant Director, also serves as an Executive Secretary to the ELI Director. This individual has the following responsibilities:

**Orientation**

- A. Maintains and updates database for on-campus student housing; coordinates with Housing and Conference Housing the placement and registration of new students, the cleaning and move-outs for graduating students
- B. Researches, responds to inquiries and explains policies and procedures; disburses relevant information from other professional and governmental organizations
- C. Coordinates student registration and arrival: developing procedures and training/supervising staff in the student check-in and registration process
- D. Serves as pre-arrival coordinator, handling newly admitted student and sponsor
- E. Arranges transportation and coordinates excursions for over 150 ELI and special program academic trips each year.
- F. Interviewing, training, and supervising work study and office hourly staff.

**Administrative Support**

- A. Keeps the Director's calendar, schedules meetings for the unit's administrators, and participates in or presides over administrative meetings involving orientation, pre-arrival, and transportation
- B. Managing the ELI office to ensure the following responsibilities are met: ordering office supplies; troubleshooting facilities/office equipment breakdowns; maintaining teacher/student mailboxes; sending out brochures and test results to other departments; maintaining student archives; collecting class and dormitory intention forms, scholarship applications, dorm reservations; purchasing supplies for classes; updating faculty address lists and orienting new faculty to office procedures; meeting daily teacher/student needs; and processing payroll for the twenty to thirty hourly employees



## EMPLOYEE SERVICES

### REQUEST FOR CLASSIFICATION OF A PROFESSIONAL POSITION

This Request for Classification is used to determine the appropriate classification level and pay range for a professional position. Part I is completed by the incumbent, the supervisor or department's personnel liaison. Part II is prepared by the incumbent with supervisory review. If the request is for a new position, then the supervisor should complete this section. Please be sure that the information on this form is accurate and complete. The supervisor is responsible for obtaining the appropriate approval signatures. If you have questions or need assistance in completing this form, please contact the Classification Unit (831-2059).

#### PART I: ORGANIZATIONAL INFORMATION

1. PLEASE CHECK:

☐ New Position    ☒ Existing Position    ☐ Vacant Position

ACCOUNT CODE AND LINE NUMBER:

ELIN210000-123000-403

2. NAME AND TITLE OF PERSON RESPONSIBLE FOR PREPARING THE QUESTIONNAIRE:

Dr. Scott Stevens, Director

TELEPHONE NUMBER:

831-2674

DEPARTMENT:

English Language Institute

3. NAME, PRESENT TITLE AND CURRENT LEVEL OF INCUMBENT: (not applicable for new position requests)

Laurie A. Fuhrmann, S-6

TELEPHONE NUMBER:

831-8865

ROOM NUMBER/BUILDING:

ELI 103

4. NAME AND TITLE OF SUPERVISOR:

Nadia Redman, Admissions and Recruitment Coordinator

TELEPHONE NUMBER:

302-831-2675

ROOM NUMBER/BUILDING:

ELI 103

#### FOR CLASSIFICATION & COMPENSATION USE ONLY

NUMBER:

ASSIGNED TO:

DATE/TIME OF INTERVIEW:

DETERMINATION:

LEVEL:

JOB CLASS NUMBER:

SALARY RANGE:

APPROVED/DATE:

MIN \_\_\_\_ MID \_\_\_\_ MAX \_\_\_\_

COMMENTS:



# University of Delaware

## Position Description

Position Title: <u>Admissions Counselor (proposed)</u>	Date Prepared: <u>April 24, 2008</u>
Department/Unit: <u>English Language Institute</u>	Incumbent: <u>Laurie A. Fuhrmann</u>
College/Admin. Office: <u>CHEP</u>	Written by: <u>Nadia Redman</u>
Location: <u>189 W. Main St</u>	Approvals: _____ <i>Signature of Supervisor</i>
Title of Supervisor: <u>Admissions/Recruitment Coord.</u>	_____
	<i>Signature of Dean or Director</i>
	_____
	<i>Signature of Vice President or Provost</i>

**C & C USE ONLY**    Level

### CONTEXT OF THE JOB:

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,600 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, corporate tutoring, and evening ESL study.

Under the oversight of the Admissions and Recruitment Coordinator, the Admissions Counselor oversees the recruitment and admissions of all sponsored students, Evening Program applicants, and has complete responsibility for ELI's Conditional Admissions Program at both the undergraduate and graduate levels.

The Admissions Counselor reports to the Admissions and Recruitment Coordinator and supervises a graduate student and several student workers.



## MAJOR RESPONSIBILITIES:

1. Recruit and advise potential applicants (or their agents or sponsoring agencies) who are considering applying to the English Language Institute; process student applications; issue documentation and input information on the US Immigration SEVIS system, as required for issuing I20 forms necessary for students obtaining visas, working closely with the Office of Foreign Student and Scholar Services; applies and ensures compliance with University and US Immigration policy and regulations to ensure student and sponsor compliance with laws and statutes.
2. Manage the ELI Conditional Admissions Programs (CAP) at both the UD graduate and undergraduate levels—as well as the CAP agreements with other universities that honor ELI's CAP; interpreting the admissions, application processes to students, their agents, and sponsoring agencies; acting as liaison and resource among UD Undergraduate Admissions Assistant Director and her staff, Office of Graduate Studies Assistant Provost and her staff, and various departmental graduate program coordinators; reviewing, forwarding, and tracking application documents for undergraduate and graduate applications as required by partner universities; reviewing and tracking CAP student progress; preparing and distributing “ready for matriculation” memorandums and “E110 Exemption Memorandums” if applicable; meeting monthly with University of Delaware undergraduate admission personnel to assist in facilitating admissions decisions, requesting missing documents from students when required.
3. Develop relationships with State, Federal, and International sponsoring agencies, acts as liaison to embassies and sponsoring agency headquarters; establish and cultivate relationships with recruitment agencies, overseeing agency agreement processing.
4. Review, maintain and ensure accuracy of admissions, alumni and marketing database; issue/distribute admissions and registration forms linked to the database; over see marketing and alumni mailings; and function as the in-house technical support for in support of other ELI administrators.
5. Represent and manage the ELI Admissions office in the absence of the Admissions and Recruitment Coordinator, the latter having responsibility for extensive overseas recruitment fairs.

## QUALIFICATIONS:

Candidate must have extensive experience with international student admissions; knowledge of immigration policies, regulations, and procedures; strong computer skills, especially with database management; excellent oral and written communication skills, including cross-cultural communication; bachelors degree preferred but may be substituted with comparable work experience and expertise.

## **Job description: Admissions Staff Assistant**

### **Position Overview**

The Admissions Staff Assistant provides administrative support for all operations of the Conditional Admissions Program (CAP) that take place within the ELI Admissions Office. This individual reports directly to the CAP Coordinator.

### **Major job responsibilities include:**

- Processes all study confirmation forms received from students who have chosen their intended session of study. Updates the ELI database system with the appropriate information. Inputs SEVIS data entry and generates documents that are included in the students' Welcome Package (i.e., draft I-20 forms, acceptance letters, arrival forms) and submits the completed package to the CAP Coordinator for review prior to their submission to the Office for International Students and Scholars (OISS).
- Oversees Admissions support staff (i.e., hourly student assistants and graduate assistants) who provide support with application processing, including document review, data entry into UD-SIS and the ELI systems, and document generation. Produces and submits documentation for the university's Office of Admissions, the Office of Graduate Admissions, and graduate departments that serves as notification of the applicants' CAP status in order for them to move forward with the admissions decision process.
- Responds to admissions inquiries by email, phone, and in person. The Admissions Staff Assistant has the primary responsibility for managing the [CAPadmissions@udel.edu](mailto:CAPadmissions@udel.edu) general email mailbox and the CAP Admissions dedicated telephone line. Advises potential applicants (or their agents) about application processes and requirements.
- Provides support for the generation of documents related to the matriculation of CAP students who have finished their English requirements at the ELI (i.e., recommendation letters, "E110 Exemption Memorandums," etc.).
- Provides basic advising to current ELI students about applying for CAP and the requirements of the program.
- Oversees the ELI Admissions Office in the absence of both the Assistant Director and the CAP Coordinator.
- Provides support to the Assistant Director with course scheduling.
- Processes transcript requests, including the distribution of transcripts for sponsoring agencies.

### **Qualifications**

The ideal candidate will have the following skill set:

- Strong computer and database management skills
- Exceptional organizational skills, with the capacity to multi-task at a high level, to problem-solve, to prioritize, and to work independently
- Exceptional customer service skills, including a sense of patience when dealing with international students and agents with limited English abilities
- Strong communication skills, both oral and written

Requires a minimum of a high school diploma or GED with four years of increasingly responsible secretarial experience. Additional secretarial training or related education may be substituted for required experience. Associate's degree or equivalent college-level course work in business administration or related field preferred. University experience is desirable. Requires extensive knowledge of office practices and procedures; ability to handle multiple assignments concurrently; knowledge of the principles and practices of office management; ability to analyze and interpret data, make independent decisions, plan, assign, review and evaluate the work of other personnel; demonstrated ability to use advanced techniques in word processing, spreadsheet, database and presentation software; and the ability to communicate effectively and interact well with people of all ages and diverse backgrounds.

## **Program Manager's Position Description and Duties**

### **Context of the Job:**

The English Language Institute (ELI) provides linguistic, academic, and cultural support for the University of Delaware's foreign students, scholars, and professionals. ELI's services include English as a Second Language ESL instruction, ESL and EFL (English as a Foreign Language) teacher training, Business ESL instruction, acculturation language programs, ESL training for all University international teaching assistants through its ITA Program, and ESL instruction for Limited English Proficient children in community public schools.

The Program Manager works in support of the Director to identify, pursue, and implement externally funded projects. In this role, the program manager has the following major responsibilities:

### **Job Duties/Responsibilities**

Identify funding sources and develops grants and other funding initiatives; develops responses to opportunities to improve and enhance programs; consults with Assistant to the Director regarding funded program expenditures.

Search for available federal, state, private, or foreign funded projects relating to ELI's core mission;

Research and help prepare proposals in response to requests for grant proposals related to ELI's core mission;

Develop customized programs for international professional groups;

Serve as coordinator of successfully funded projects;

Collect, compile, and analyze program activity data; designs data collection systems and procedures; develop, write, and present comprehensive reports; answer requests for program information, including surveys and annual reports.

Support Director in creating periodic and final reports for externally-funded projects;

Serve on related University committees; cooperate with various institutional divisions/departments; participate in state, regional, and national professional organizations.

Network and liaise with local, federal and international organizations to identify resources and partners or international training programs and in fulfilling requirements for project implementation.

Pursue other ELI projects and assignments at the request of the Director

Implement ELI-approved short and long-range goals, objectives, policies, and operating procedures related to external projects; monitor and evaluate program effectiveness, compliance with travel policies, and best practices and effect changes required for improvement.

In support of the Director, plan and implement approved strategies for generating revenues for the various services and initiatives of the programs; plan and coordinate major grant initiatives.

Collaborate with university departments, programs, projects, local and state school systems, and/or community organizations to consolidate resources and enhance programs.

Perform miscellaneous job-related duties as assigned.

#### Qualifications

MA in TESL and education in business administration preferred; three or more years of experience in teacher training, program administration and grant writing. Records maintenance skills. Information research skills. Ability to analyze budgetary line items for compliance with budget guidelines. Ability to develop and present educational programs and/or workshops. Advanced verbal and written communication skills and the ability to present effectively to small and large groups. Advanced analytical, evaluative, and objective critical thinking skills. Knowledge of grant funding policies and procedures and applicable local, state, federal and university regulations. Project management skills and the ability to resolve complex problems and issues. Database management skills. Supervisory skills within area of expertise. Effective interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community. Knowledge and understanding of proposal and grant writing procedures and requirements.

## University of Delaware Position Description

Position Title: <u>Technology Coordinator</u>	Date Prepared: <u>March 2007</u>
Department/Unit: <u>English Language Institute</u>	Written By: <u>Scott Stevens</u>
College/Admin Office: <u>CHEP</u>	Approvals:
Location: <u>Newark</u>	_____ Signature of Supervisor
Title of Supervisor: <u>Director, ELI</u> Scott G. Stevens, Director	_____ Signature of Dean/Director
	_____ Signature of Vice President

### CONTEXT OF THE JOB:

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language and ranks among the top ESL programs in the United States. With an annual enrollment of over 1,600 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, private tutoring, and evening ESL study.

Under the oversight of the Director, the proposed Technology Coordinator position provides critical technological support at the administrative and instructional levels.

### MAJOR RESPONSIBILITIES:

- Serves as webmaster for the ELI, being responsible for its design, maintenance, and ongoing revision and updating—working with all contributors of content to ensure that the site material is current and easily accessible by prospective and current students, alumni, faculty, and sponsoring agencies.
- Provides data management support for the ELI administration, generating reports on enrollment trends, market tracking, and student demographics.
- Supports the Testing Committee in gathering and analyzing student assessment data and conducting item analysis for new instruments.
- Serves on the Technology Committee, evaluating and recommending hardware and software to enhance instructional services and organizing training seminars for faculty in a wide variety of instructional technology areas.
- Serves as Chair of the Student Attendance and Conduct Committee, tracking and maintaining student attendance records, issuing attendance letters in a timely manner, and calling meetings involving issues of student conduct, attendance, retention, or promotion—issuing minutes on all adjudicated decisions and handling the committee’s relevant correspondence..

#### QUALIFICATIONS:

---

- Requires a Master's degree in applied linguistics or ESL in order that such professional expertise inform the instructional applications of technology.
- Excellent oral and written communication skills.
- Knowledge of a wide range of software, computer languages, and computer applications relevant to webdesign, data management, and instructional applications.
- Necessary are the willingness and ability to work independently and find creative solutions to issues concerning all aspects of technology relevant for an intensive English program.
- Requires the ability to interact with people of different cultures and positions.

Familiarity with University policies and procedures is preferred

## **SELF ACCESS LEARNING CENTER COORDINATOR**

### **CONTEXT OF THE JOB:**

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,800 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, private tutoring, and evening ESL study.

Under the general supervision of the Associate Director for Academic programs, the Self Access Learning Center Coordinator administers the ELI's Self-Access Learning Center (SALC) and instructional activities supported by technology.

This position reports directly to the Associate Director for Academic programs of the English Language Institute and supervises hourly staff and work-study employees. This individual also serves on the ELI Technology Committee and has a 40-50% teaching load.

### **MAJOR RESPONSIBILITIES:**

1. Responsible for the daily operation of the ELI's Self-Access Learning Center, a multi-media center with 50 personal computers dedicated for language learning, closed-captioned video viewing stations, a reading resource and lending library for ESL students, ESL software, and teacher resource materials. The SALC also offers remedial courses.
2. Responsible for communicating with the ELI Associate Director for Academic Programs and Director on all matters of importance related to the SALC.
3. Responsible for the long range development of the SALC ensuring that SALC facilities and services keep pace with the latest technological and pedagogical changes.
4. Responsible for administering the Local Area Network of the SALC, working with the Office of Educational Technology in overseeing all hardware and software installations and upgrades on the LAN and ensuring that the appropriate maintenance, backup and security procedures are performed appropriately as required.
5. Responsible for ensuring that support is provided to ELI faculty regarding the use of SALC resources.
6. Responsible for all administrative work associated with the SALC including expenditure tracking, placing orders for materials, working with the Assistant to the Director in reconciling accounts and responding to user and vendor correspondence.
7. Responsible for determining what hardware and software will best serve the SALC, and for acquiring, installing and configuring it.



8. Responsible for discovering and submitting grant proposals to organizations that might be in a position to provide resources to the SALC as necessary.
9. Responsible for the training and supervision of the SALC's site assistants.
10. Responsible for providing training to faculty, staff and students on the use of SALC resources when these are not already provided by other agents of the University.
11. Responsible for working with the ELI Technology Coordinator in the development, modification and maintenance of the SALC's pages and content on the ELI website.
12. Responsible for a 40-50% teaching load, or about 10 hours/week in the ELI

### **SHARED RESPONSIBILITIES:**

Serves on the Technology Committee, developing short and long term plans for integrating technology into the academic program and keeping technology used by the Institute up to date and state of the art.

Available to teach one class, four to five sessions a year--approximately 45% of effort. Provides workshops for teacher training programs; provides advisement for students in the Institute's academic programs; develops remedial courses for students whose needs would benefit from instructional-technology applications.

Assists with relevant grant proposal writing.

### **Qualifications**

The SALC Coordinator must have a master's degree in TESL, with extensive expertise in computer assisted instruction, instructional technology, and ESL software. The ideal candidate will also have experience in designing and administering multi-media language centers and material/curriculum development related to ESL technology. In addition, the SALC Coordinator should have a strong record of accomplishment in teaching ESL. The preferred candidate will have a strong record of ESL scholarship and grant writing or program development experience. Strong technology skills are essential.

## **TUTORING CENTER COORDINATOR**

### **CONTEXT OF THE JOB:**

The University of Delaware English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,800 students, the ELI offers intensive English programs for degree-seeking students, business professionals, and general English language learners. The ELI also offers specialized programs in PreMBA, legal English, teacher training, executive English, foreign university study abroad courses, private tutoring, and evening ESL study.

Reporting to the Associate Director for the Intensive English Program, the Tutoring Center Coordinator administers the Tutoring Center and its staff of 50 – 70 hourly, part time and graduate student staff. This individual has a joint faculty appointment to the ELI, serving on key ELI committees, with a 30-50% teaching load.

### **MAJOR RESPONSIBILITIES:**

1. Responsible for the daily operation of the ELI's Tutoring Center, which provides private and small-group ESL instruction to ELI students in support of classroom instruction. The Tutoring Center also offers remedial instruction and specialized tutoring to area corporations.
2. Responsible for communicating with the ELI Associate Director for the Intensive English Program and Director on all matters of importance related to the Tutoring Center.
3. Responsible for the long range development of the Tutoring Center ensuring that its facilities, materials, services keep pace with the latest technological and pedagogical changes.
4. Responsible for scheduling all students in need of tutoring for every session of study, often involving more than 1,000 hours of tutoring per week, working with the database, PeopleSoft, Excel, and other software instruments.
5. Under the oversight of the Associate Director, responsible for the hiring, training, and professional development, and scheduling of a large staff of tutors.
6. Responsible for all administrative work associated with the Tutoring Center including expenditure tracking, placing orders for materials, working with the Assistant to the Director in reconciling accounts and meeting all HR requirements associated with hiring and paying tutoring staff members.
7. Responsible for administering and analyzing student evaluations of tutors and for using this data to conduct his or her own evaluations of tutors' performance in order to make recommendations for development, salary increases, promotion, and termination.
8. Responsible for collaborating with the Associate Director for the Intensive English Program in the administration of the International Teaching Assistant Training Program.

9. Responsible for communicating to faculty, staff and students regarding available Tutoring Center resources and to facilitating effective communication and cooperation among tutors and classroom faculty.
10. Responsible for working with the ELI Self Access Learning Center Coordinator and the Technology Coordinator in the development, modification and maintenance of the Tutoring Center's pages and content on the ELI website and for developing collaborative instructional initiatives.

## Level Coordinator Job Description: A Work in Progress

### Level Coordinator

#### Context of Position

Since exceeding the 350 student enrollment threshold, the ELI has hired large numbers of supplemental faculty to meet our instructional demands. At the same time, each level has grown to include numerous sections—sometimes eight or more of the same course.

With such growth, it has become critical that we maintain consistency across all class sections in terms of meeting learning outcomes, assessment, grading standards, use of course texts, and promotion/retention. This does *not* suggest a goal of achieving uniformity in methods, approaches, and styles. Indeed, the ELI has earned its reputation in the field and popularity among students because of the diversity of teaching styles and the creativity such diversity inspires. Rather, our goal is to achieve greater uniformity of quality and accountability. It is for meeting these responsibilities that the level coordinator position has been created, providing support for new and experienced faculty alike.

#### Responsibilities

**The Level Coordinator:** shall be a full time faculty member,\* whose responsibilities include:

1. Providing all new teachers at their level a thorough orientation to that level's LS and RW classes, syllabi, and curriculum;
2. Meeting with all (new and experienced) teachers from that level several times per session to address issues and clarify academic policies pertaining to the level;
3. Reviewing teacher-generated tests to make sure they align with the learning outcomes, using rubric developed by Testing Committee for peer reviews;
4. Coordinating observations of all new level teachers with the faculty mentor and administration, providing developmental support;
5. Approving prompts for final essay exams;
6. Ensuring security for all final exams or any other exams used regularly across level sections;
7. Communicating and ensuring compliance with academic policies for such areas as: grading, promotion, retention, and advisement;
8. Communicating with administration regarding issues and opportunities that arise;
9. Serving as liaison with the Curriculum, Testing, and Textbook Committees regarding needs of Level; and
10. Maintain the inventory of supplemental instructional materials and resources—and distributing these among level teachers.

\*When a full time faculty member is unavailable, a highly experienced S contract teacher can be selected for short term coverage.



**University of Delaware  
Position Description**

**Position Title: Coordinator for Human  
Resources and Student  
Financial Services**

**Date Prepared: 12/1/2010**

**Department: English Language Institute**

**Incumbent: Linda Bloom McDowell**

**College/Admin Office: CEHD**

**Prepared by: Scott Stevens**

**Location: Newark**

**Approvals:**

**Title of Supervisor: Assistant to the Director**

**Level: 7**

**Position Number: 10005518**

**CONTEXT OF THE JOB:**

Under the limited supervision of the Assistant to the Director, the Administrative Assistant manages all employee recruitment activity for the English Language Institute; provides high-level HR Liaison functions to the Department, including identification of HR-related needs and provision of necessary guidance and support regarding training and development planning, assistance, and/or related employment resources, and dissemination of HR policy to employees; manages Financial Office student financial services processes; supervises four ELI Financial Office support staff, including graduate assistant, graduate student, and two miscellaneous wage employees.

**MAJOR RESPONSIBILITIES:**

- As HR Liaison between the Institute, the CEHD Dean's Office, and the Office of Human Resources, performs high-level HR functions including management of all employee recruitment activity; evaluates, assesses and writes position descriptions for recruitment and reclassification purposes.
- Manages and supervises Departmental payroll processing function.
- Identifies training and other HR-related needs and provides appropriate guidance and support to all levels of departmental employees.
- Disseminates UD policy and procedural information to faculty, professional, salaried and adjunct staff as needed; writes and edits the ELI Faculty Handbook.
- Manages and supervises student financial services processes, including: web credit; the operation of the ELI Cashier's Window, including review and approval of cash and credit card transmittals; student dorm deposit process, from collection of deposits, reconciliation of charges against deposits, through the refunding process;

- Resolves both complex student financial issues with regard to billing, collections, and web credit; using independent judgment in response to student communications, at times granting exceptions to Departmental policies, i.e. waiving student late fees, evaluating acceptability of students' personal health insurance plans.
- Evaluates Financial Office processes, making improvements and implementing recommendations;
- Manages and supervises the foreign agent commission payment processes and agent communications, ensuring effective resolution of often complex agent financial issues through responsiveness to agent communications, and maintaining a continued positive relationship between ELI and foreign agents.
- Coordinates with UD Student Financial Services and Departmental employees to resolve student financial services issues.
- Provides fiscal support to the Assistant to the Director, including management function for departmental purchasing card; analyzes and interprets student financial data and provides status reports to Assistant to the Director; holds both Departmental purchasing card and T&E card.
- Liaison between the English Language Institute's faculty-run Activities and Events (A&E) Committee and Administration.
- Editor and staff supervisor for the Orientation Express, the weekly ELI student newsletter.
- Perform job-related duties as assigned.

#### **QUALIFICATIONS:**

- Associate's degree or equivalent course work in business administration, accounting or related field with five years of progressively responsible administrative experience. Related progressive experience beyond a high school diploma or GED may be substituted for required education or additional related education may be substituted for required experience.
- Extensive knowledge of the principles and practices of office management; knowledge of unit programs, policies and procedures preferred.
- Ability to analyze and interpret data, to make independent decisions and judgments in keeping with the level of the position, and to plan, assign, review and evaluate the work of staff.
- Ability to use advanced techniques in spreadsheet and database software, as well as in the use of PeopleSoft
- Experience working with Web Forms/Web Views
- Ability to identify Department HR needs and facilitate training.
- Ability to conduct individual and group sessions to disseminate HR policy.
- Knowledge of office practices and procedures; extensive knowledge of records systems.

- Ability to organize, review, analyze and interpret data.
- Excellent written and oral communications skills; ability to communicate well with people of all ages and diverse backgrounds.
- Ability to work cooperatively externally and internally with all levels of University employees.
- Knowledge of departmental and University HR policies.
- Excellent interpersonal skills and the ability to handle multiple tasks simultaneously in a busy office.

## **Housing Coordinator**

Under the oversight of the ELI Assistant Director, the housing coordinator is responsible for the arrival details and housing assignments of ELI students.

### **Major Responsibilities:**

The ELI Arrival and Housing Coordinator manages the pre arrival communication, arrival reservations and move in to housing of all incoming students. Responds to all arrival inquiries, initiating communication when needed to ensure smooth arrival of new students.

Places students into requested housing locations, keeping accurate records of available spaces. Counsels students with regard to housing problems and works with student in finding resolution. Acts as ELI liaison with ELI housing providers, both on and off campus.

Maintains correct records of student addresses for DHS reporting. Generates forms and information to students in ELI housing to facilitate move in and move out each session. Coordinates with housing providers on session end cleaning and maintenance issues of student housing units.

### **Position Description:**

- Database entry
  1. Maintains and continually updates student housing information in database.
  2. Provides timely information with regard to housing to ELI billing office.
  3. Prepares and process housing intention forms and room inspection procedures for move-out, maintaining accurate records of all ELI spaces.
  4. Inputs correct student addresses each session in compliance with DHS regulation for student visa holders
- Housing Coordination
  1. Coordinates with UD Housing and UD Conference Services in placement and housing of students in on-campus housing.
  2. Oversees ELI RA at Christiana Towers.
  3. Communicates with UD housing and facilities on issues affecting dorm deposits
  4. Acts as liaison with off campus housing providers
  5. Oversees placement in ELI off campus housing.
  6. Communicates and collaborates with homestay coordinator as needed.
- Pre arrival and arrival services
  1. Serves as pre-arrival contact for incoming students and their agents.
  2. Arranges for shuttle and hotel reservations for arriving students
  3. Manages move-in details for newly arrived students.
  4. Is on- call during arrival week while students are traveling to ELI.
- Availability to students
  1. Meets with and assists students regarding placement and dorm living concerns.
  2. Refers students, as needed, to professional services on campus
  3. Assists with contacting students in their residences in support of ELI administration.

### **Qualifications Needed;**

Candidate must be able to organize a large volume of work and work independently to complete the time sensitive demands of arrival and housing of new students. Good organizational skills and attention to detail is needed in keeping track of information and changes to that information as it occurs. A careful approach to confidential student information is required. Must be computer literate in all office programs used in



creating, archiving and placement of student information. Excellent time-management skills needed in maintaining accurate data, while balancing student assistance and off campus housing problems and concerns. Problem solving skills used in effectively making accurate/timely decisions in regards to student housing issues.

**Position Description: ELI Annex Office Coordinator**

**DUTIES:** The coordinator, who is supervised by the Assistant Director for Academic Programs, also serves as an Executive Secretary to this position. Performs complex duties, routine and non-routine secretarial and administrative tasks, and provides support for the ELI's Intensive English program and for more than a dozen short term programs offered each year. In particular, this individual will be asked to keep calendar for Associate Director for Academic Programs; serve as transportation coordinator and coordinate excursions for over 150 ELI and special program academic trips each year; answer phone calls and respond to inquiries; research, respond to inquiries and explain policies and procedures; coordinate student registration; develop procedures and train/supervise staff in the student check-in and registration process; work cooperatively with the office coordinator in the main ELI office to ensure smooth coordination of overlapping responsibilities; supervise Annex work study and office hourly staff; manage the ELI Annex front office to ensure the following responsibilities are met: ordering and maintaining office supplies and inventories; ordering supplies for classes; maintaining teacher mailboxes; meeting daily teacher/student needs; troubleshooting facilities/office equipment breakdowns. Perform other related duties as assigned.

**REQUIREMENTS:** High school diploma or GED with four years of increasingly responsible secretarial experience. Additional secretarial training or related education may be substituted for required experience. Associate's degree or equivalent course work in business administration or related field preferred. University experience preferred and knowledge of a foreign language desirable.

Requires knowledge of office practices and procedures; knowledge of the principles and practices of office management; extensive knowledge of records systems; ability to organize, review, analyze and interpret data; ability to make independent decisions in keeping with level of the position; ability to plan, assign, review and evaluate the work of other personnel; demonstrated ability to use advanced techniques in word processing, spreadsheet (Excel), database (Access) and presentation software; and the ability to communicate effectively and interact well with international clients, students, and visitors of all ages and very diverse backgrounds. Essential are good interpersonal skills and the ability to handle multiple tasks simultaneously in a busy office.

**SPECIAL REQUIREMENTS:** Must pass typing test (net 45 wpm).