



Job Title	ESL Student Support Coordinator
PVN ID	LA-2503-006744
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	The English Language Center
Status	Full Time
Annual Salary	\$60,000.00 - \$62,400.00
Hour(s) a Week	35
Closing Date	May 07, 2025 (Or Until Filled)

General Description

The English Language Center (TELC) is the largest tuition-based ESL program in the New York metropolitan area, serving approximately 900 adult English language learners (ELLs) per quarter. TELC is committed to providing high quality English language programs that meet the needs of a culturally and academically diverse student population. The Center offers various ESL programs including intensive academic preparation courses and part-time evening and Saturday courses. The full-time ESL Student Support Specialist, reporting to the TELC Associate Director, plays a crucial role in supporting program operations and providing student support. This position works with the TELC Office Manager to ensure smooth intake, registration, and testing processes, especially during evening and Saturday hours. A key part of this role is to provide support as students navigate their educational journey. The ESL Student Support Specialist will work closely with faculty, staff, and other LaGuardia offices to create a cohesive support network for TELC students. To ensure the Support Specialist is accessible to students across all TELC programs, the weekly schedule for this position is Monday through Thursday 11:00am to 7:00pm and Saturday 8:00am to 4:00pm. There will also be some later evenings on testing days.

LaGuardia Community College

Founded in 1971 in Long Island City, Queens, LaGuardia Community College is one of seven community colleges of the City University of New York/CUNY. LaGuardia offers seventy-two associate degree and certificate programs, more than fifty non-degree workforce training programs, and dozens of ESOL, GED, and pre-college programs. In 2023, LaGuardia served approximately 25,000 students. More than one-third of our degree-seeking students (35%) were born outside of the United States, coming to LaGuardia from 136 countries and speaking forty-three heritage languages. More than half (54 percent) are first-generation college students.

Sixty-nine percent of LaGuardia degree students live in Queens; the rest come from Brooklyn and beyond. Virtually all LaGuardia degree students are ethnic minorities (89 percent), 58 percent are women, 27 percent are over the age of 25. Forty-six percent are Hispanic, well above the threshold of 25 percent required by the US Department of Education for designation as a Hispanic-Serving Institution (HSI). Sixty-six percent of

LaGuardia degree-seeking students receive some form of financial aid. Close to half of our degree-seeking students attend part-time (49%), usually because they need to work to support their families. Tuition and fees are \$5,271 per year for a full-time student.

Other Duties

- Assist in the coordination of registration, testing, and placement schedules and processes
- Provide personalized support to learners, including international students. Recommend courses and provide academic guidance; provide counsel on language acquisition, cultural adjustment, and academic challenges; employ active reenrollment strategies to retain learners
- Collaborate with classroom instructors to create academic plans for ESL students who are experiencing challenges
- Oversee a small internal tutoring program for students with academic challenges. Recruit volunteers and create tutoring matches
- Connect students with appropriate resources such as tutoring, counseling, college and career support, family support centers, and other services provided by local partner organizations
- Support students with college transition. Liaise with college offices to support the students as they explore college and career options, apply, and transition to college or other next steps
- Organize extracurricular events including movie nights, NYC excursions, book club, and informational workshops (college transition, know your rights, immigration, housing, etc.)
- Maintain accurate records of student interactions, progress, and challenges. Track reenrollment to gauge retention/student satisfaction. Use data to inform program development
- Other duties as assigned

Qualifications

- Bachelor's Degree and 2 years of experience in an academic office
- Proficiency in English and Spanish
- Experience working with diverse student populations, especially English language learners
- Experience providing academic advisement and support referrals to students
- Strong interpersonal skills and the cultural competence to build rapport with students from various backgrounds
- Ability to develop creative solutions to improve the student experience from intake to exit
- Familiarity with current technology and student information systems
- Ability to collaborate effectively with faculty, staff, and community partners