



Job Posting

Job Title

ESOL FOR CUSTOMER SERVICE INSTRUCTOR/CAREER COUNSELOR	Date 5/14/2020
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Department

Adult Education	Email: Jobs@bcnc.net
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Position Summary:

The **ESOL for Customer Service Instructor/Career Counselor** serves unemployed and underemployed adult immigrants through BCNC's ESOL for Customer Service job training program. Primarily, the Instructor/Career Counselor is responsible for implementing a student-centered, outcome-driven skills training curriculum focused on English for employment and basic customer service skills, with the goal of preparing students for entry-level customer service positions in the Boston area. Students generally have a high beginner to intermediate level of English.

This position is full-time (37.5 hrs/wk), and is based in BCNC's Boston site at 38 Ash St.

Teaching commitment: 20 hours per week; eight weeks per cycle; four cycles per program year.

Compensation: \$43,000-\$45,000 per year for 37.5 hrs/wk; medical, dental, and vision insurance; paid vacation, sick leave, and personal days; 11 paid holidays per year; 403(b) retirement plan; pre-tax commuter benefits; employee assistance program.

Interested candidates should submit a resume and cover letter to jobs@bcnc.net.

Responsibilities:

80% Teaching and Curriculum Development

- Implement and refine a skills training curriculum to prepare adult immigrants for entry-level customer service positions.
- Develop and teach four eight-week training cycles per program year, including
 - Using formal, written lesson plans that are tied to the class syllabus and curriculum;
 - Building a sense of community in the classroom;
 - Integrating English language skills, study skills, basic computer skills, interpersonal skills, and other skills relevant to customer service work;
 - Teaching job search skills, including but not limited to completing job applications, resume writing, preparing for interviews, and job retention skills and attitudes;
 - Incorporating differentiated instruction to serve students of varying levels of English, students with limited education, and students with learning disabilities or other challenges; and
 - Incorporating common student learning goals.
- Conduct training entirely in English.
- Coordinate with the Employment Specialist to incorporate presentations on workers' rights and social supports for job-seekers in the U.S., as well as tours of employer partners.
- Assess and record student progress at multiple points throughout the cycle; follow objective criteria for assessing student abilities.

Boston Chinatown Neighborhood Center, Inc. (BCNC)

Mailing Address: 885 Washington Street, Boston, MA 02111

Boston Site: 38 Ash Street, Boston, MA 02111

Quincy Site: 1458 Hancock Street, Quincy, MA 02169

Phone: 617-635-5129 | Fax: 617-292-1887 | www.bcnc.net | info@bcnc.net | Federal ID: 23-7209691



11% Career Counseling

- Meet individually with 2-3 students weekly to set goals, develop educational and career plans, and identify entry-level jobs that will help them reach their long-term employment goals.
- Match job and/or job training requirements with student qualifications, to refer qualified students to appropriate employers and training programs.
- Assist students in resume preparation, applying to jobs, and practicing for job interviews.
- Advise other career counselors on student progress in class and weekly career counseling objectives.

9% Other Responsibilities

- Maintain accurate and timely student records.
- Contact absent students, following program policy.
- Conduct speaking and writing English intake assessments for all applicants; interview applicants to assess their fit for the training.
- Assist other program staff in advertising the job training.
- Network with other workforce development professionals to learn and share best practices.

Skills and Experience Required:

Required:

- Bachelors degree in related field.
- At least two years of experience teaching adult English language learners.
- Knowledge and practical application of research-based teaching methods.
- Excellent written and oral communication skills.
- Hands-on experience with educational technology, Microsoft Office, and the Google Suite, with the ability to integrate these tools into the classroom.
- Ability to conduct online/remote learning.
- Experience in curriculum development.
- Good project management skills; the ability to balance multiple priorities concurrently.
- Ability to work in teams.
- Self-driven and results-oriented, with a positive outlook and a clear focus on high-quality service.
- Flexible about researching and adopting new research-based methods for teaching English and employability skills.

Preferred:

- Familiarity with and/or experience in the customer service industry and its career pathways.
- MA in TESOL or other TESOL credential.
- Experience teaching Chinese immigrant learners.
- Knowledge of Massachusetts English Language Proficiency Standards for Adult Education (MA ELPS).

Physical Requirements

Position is not exposed to adverse environmental conditions

About BCNC



**Boston Chinatown
Neighborhood Center**
波士頓華埠社區中心

Boston Chinatown Neighborhood Center (BCNC) empowers Asians and new immigrants to build healthy families, achieve greater economic success, and contribute to thriving communities by providing a broad range of innovative and family-centered programs and services to more than 8,000 children, youth, and adults every year. BCNC is an equal opportunity employer. Resumes accepted until position is filled.

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