



ESOL Customer Services Instructor & Career Counselor

Full-Time Regular | Boston, MA | Hybrid

About BCNC

Make a lasting impact on the lives of immigrant families and thrive professionally while contributing to our mission-driven culture. For more than 50 years, BCNC has been providing new immigrants, especially Asians, with the support and resources they need to thrive in the United States. With deep roots in Boston's Chinatown neighborhood, BCNC now serves people from three locations in Greater Boston and the South Shore. Its holistic, family-centered programs reach 13,000 children, youth, and adults each year, setting them up for success in school, work and life. BCNC also builds vibrant communities through Pao Arts Center, along with its collaborations and research.

Why Join Us

At BCNC, we are passionate about making a meaningful difference in our community. Our team is driven by a shared commitment to social impact and is both supportive and resourceful. We believe in fostering an empowering and inclusive work environment where every individual can contribute, grow, and thrive. If you are looking for a rewarding career that allows you to align your passion with making meaningful change, explore our open positions and join us in our mission to pave the way for a better tomorrow.

What You Will Do

The ESOL Customer Services Instructor & Career Counselor is a member of the BCNC Adult Education and Workforce team. Adult Education prepares adult immigrant learners with the education, training, and guidance that lead them to successful employment and family-sustaining wages. You will strengthen immigrant adults and teach individuals English and the critical skills they need to thrive in today's economy. You will report directly to the Director of Adult Education.

In this role, you will:

Teaching and Curriculum Development 70%:

- Use the NRF Customer Service and Sales Certification materials to develop and refine a 16-week skills training curriculum including formal, written lesson plans that are tied to the course objectives to prepare adult immigrants for entry-level customer service positions.
- Teach two cohorts per program year, building a sense of community in the classroom, integrating English language, academic and professional skills, digital literacy, interpersonal and cultural knowledge relevant to customer service/retail work.
- 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.

Career Counseling 15%:

- Meet individually with 3-4 students weekly to set goals, develop educational and career plans, identify entry-level jobs that will help them reach their long-term employment goals, preparation resumes, apply to jobs, practice for job interviews and refer qualified students to appropriate employers and training programs.

Other Responsibilities 15%:

- Lead recruitment and intake efforts for the course: conduct speaking and writing English intake assessments for all applicants; interview applicants to assess their fit for the training and communicate enrollment status to applicants.



- Maintain accurate and timely records.
- Attend professional development/networking events to learn and keep current on best practices in the field.

What We Look For

- Bachelor's degree in a related field with 2+ 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.
- Experience in curriculum development/lesson planning.
- Good project management skills. Ability to balance multiple priorities concurrently and 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.

What We Offer

- Competitive compensation package
- Comprehensive health coverage, including medical, dental, vision, and life insurance
- Retirement plan options with employer matching
- Enhanced paid time off offerings for personal days, sick, vacation, and holidays
- Opportunities for professional development and growth
- Flexible work arrangements

Working Conditions

- Must be available to work a flexible schedule and may require local travel during the workday.
- Work is performed primarily in a standard work environment, including the operation of computer equipment, and physical demands associated with a traditional work setting, e.g., walking, standing, communicating, and other physical functions, as necessary.

Pay Range

\$44,000 - \$46,000

How to Apply

Submit your application [here](#). We encourage you to apply for this role even if you may not meet every single qualification listed. We value talent, drive, and enthusiasm! Your passion, dedication, and willingness to learn can make a significant difference in our team and the community!

Please Note

You must be authorized to work in the United States. BCNC does not provide sponsorship for an employment work visa.

BCNC is an equal opportunity non-profit organization that supports diversity and encourages all employees and applicants to apply. BCNC is committed to non-discrimination and equal opportunity for all without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity, or expression, or any other characteristic protected by Federal, State or Local laws.