



Job Posting

Job Title

ESOL FOR CUSTOMER SERVICE INSTRUCTOR/CAREER COUNSELOR	Date 3/24/2021
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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.

Remote Work: This position is currently remote due to COVID-19. Remote work involves working from home using a BCNC-provided laptop and requires a reliable Internet connection.

Location: This position is usually on-site and based in BCNC's Boston location at 38 Ash St.

Teaching Hours (remote): 10 hours per week, synchronous and asynchronous; 10 weeks per cycle; 4 cycles per program year.

Teaching Hours (on-site): 20 hours per week; 8 weeks per cycle; 4 cycles per program year.

Compensation: \$43,000-\$45,000 per year for 37.5 hrs/wk

Benefits: Medical, dental, and vision insurance; 15 vacation days, 12 sick days, and 2 personal days per year; 12 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.

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.
- Coordinate student career counseling with a team of two other career counselors; 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

Must be able to speak and hear in classroom setting



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

Requires close visual acuity
Position is not exposed to adverse environmental conditions

About BCNC

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.

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

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