



**A A C A 華美福利會**  
ASIAN AMERICAN CIVIC ASSOCIATION, INC

87 Tyler Street, 5<sup>th</sup> floor, Boston, MA 02111 Telephone: 617-426-9492 Fax: 617-482-2316 www.aaca-boston.org

## Job Posting

**The Asian American Civic Association (AACAA)** provides limited English speaking and economically disadvantaged people with education, occupational training and social services enabling them to realize lasting economic self-sufficiency.

**Next Steps Transitional English Program (Next STEP)** is an intermediate ESOL program for immigrant and refugee adults which prepares students for college and job training. Next STEP is supported by funding from the Massachusetts Department of Elementary and Secondary Education.

**Position Available:** Program Support Specialist

**Reports to:** Director of Next STEP

**Hours:** 14 hours/week

**Position Summary:** The Program Support Specialist assists with test administration, orientation, student onboarding and engagement, data entry, and overall support. The position assists with the development and delivery of brand new asynchronous distance learning ESOL classes.

This position is currently remote due to Covid-19 pandemic. Must have reliable internet connection.

### Responsibilities:

- Work with other program staff to administer tests.
- Provide orientation, onboarding, and engagement support to adult ESOL learners.
- Accurately enter program and student information into databases.
- Verify data entry by reviewing and making necessary corrections.
- Other duties as assigned.

**Qualifications and Skills Needed:** Proficiency in Microsoft Office Suite and Google Workspace, Google Classroom, excellent typing and data entry skills, confidentiality, strong attention to detail, thoroughness, experience with databases, willingness to learn new things, good communication, experience with adult ESOL learners, and customer service skills.

**Salary:** Commensurate with experience. Must be available 14 hours a week during asynchronous distance learning cycles: September 20th to December 10th, 2021 and January 17th to May 13th, 2022. No benefits.

**To apply,** send resume and cover letter to:

HR Department

Asian American Civic Association

87 Tyler Street, 5<sup>th</sup> floor

Boston, MA 02111

Email: [hr@aaca-boston.org](mailto:hr@aaca-boston.org)

*Asian American Civic Association is an equal opportunity/affirmative action employer*

