

POSITION DESCRIPTION

Program Assistant, Five College Center for World Languages

Organizational Unit	Academic Programs
Program/Project	Five College Center for World Languages (FCCWL)
Supervisor	Director of the Five College Center for World Languages
Hours/Week	35 (full-time)
Weeks/Year	52
Appointment Term	n/a
FTE (Calculated)	1.00
FLSA Status	Non-exempt
Date	July 7, 2022

Job Summary

The Five College Center for World Languages, a nationally recognized program of the Five College Consortium, teaches less-commonly taught languages to students from Amherst, Hampshire, Mount Holyoke, and Smith Colleges and the University of Massachusetts Amherst. Since 1991, the Center has helped more than 5,000 students study 60 languages from around the world.

The **Program Assistant** provides educational, logistical, and administrative support for Center courses and assists with trainings, outreach, and publicity. The Program Assistant manages a wide variety of data and relationships related to the Center's course offerings; works one-on-one with students to identify and solve logistical and educational challenges; creates and maintains detailed records; develops and implements policies to help the Center's courses run smoothly; and both collaborates with Center staff and undertakes independent work to help improve and promote the Center's programs.

Importance of Diversity to our Educational Mission

Five Colleges, Incorporated and its five associated institutions (Amherst, Hampshire, Mount Holyoke and Smith Colleges and the University of Massachusetts Amherst) are committed to supporting and sustaining a diversity of people, backgrounds, experiences, ideas and points of view for the essential contribution this diversity makes to educational missions of our organizations. In support of this commitment Five Colleges requires all of its employees to work cooperatively and effectively with the diversity of people at the colleges (students, faculty members, other employees) and within the organization itself.

Duties

- Serve as a course organizer for FCCWL language courses:
 - Coordinate logistics for language instructors, conversation partners, and students.
 - Respond to phone, email, and in-person inquiries.
 - Advise students about course placement and other language learning opportunities and best practices.
 - Create and maintain records related to registration, enrollment, grades, and hiring.
 - Schedule and conduct student and conversation partner interviews.

- Screen weekly reports and self-assessments to identify challenges and opportunities.
- Schedule and proctor individual final evaluations.
- Assist students with routine logistical and learning questions and work with the FCCWL director to resolve problems.
- In consultation with the FCCWL director and the FCI Office of Strategic Engagement, devise and implement outreach initiatives to recruit students and conversation partners and promote engagement with FCCWL programs.
- Plan and participate in orientation and training activities for conversation partners and teaching fellows.
- Assist with creation and revision of course syllabi, study guides, multimedia resources, and other instructional and training materials. Participate in team conversations about language learning principles, strategies, and resources.
- Other related duties as assigned.

Minimum Qualifications

- Bachelor's degree or equivalent
- Excellent working knowledge of Microsoft Office and Google Suite, and a willingness to learn additional tools as required
- Excellent oral and written communication skills
- Excellent level of intercultural competence and emotional intelligence
- Excellent multi-tasking ability, organizational skills, and attention to detail
- Demonstrated judgment and discretion
- Flexibility to work closely with others in a small cooperative office
- Ability to articulate effective learning principles and strategies both verbally and in writing
- Capacity to meet the physical expectations of the position, which include:
 - Ability to comprehend written and verbal communication
 - Ability to evaluate printed materials and material presented on-screen
 - Ability to communicate effectively in person, by telephone, via videoconference, and via email
 - Ability to lift and carry equipment of up to 20 lbs.
- Ability to work occasional later hours or weekend hours for special events. Vacation time for this position will generally not be granted during the two weeks prior to the start of each semester, during the first two weeks of the semester, and during exam periods.
- Ability to pass a post-offer background check
- Ability to comply with Five Colleges, Incorporated's COVID-19 vaccination policy, or to qualify for an exemption

Preferred qualifications

- Interest or experience in language learning, especially in a language offered by FCCWL; coursework in international studies, linguistics, translation, or area studies; and/or experience studying, living, or working in a multilingual environment
- Experience with website content management (HTML knowledge not required)
- Familiarity with the five member campuses and the Consortium
- Familiarity with FERPA and other policies related to handling student records