

## 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 during academic year)
Weeks/Year	41 (from mid-August to late May each year, with exact dates to be set by supervisor each year)
Appointment Term	n/a
FTE (Calculated)	0.79
FLSA Status	Non-exempt
Date	April 26, 2024

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**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 and outreach. 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; and both collaborates with Center staff and undertakes independent work to help promote and improve the Center's programs.

**Importance of Diversity to our Mission**

Five Colleges, Incorporated and its five associated institutions 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 the 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 within the organization itself, at the colleges, and in our partner organizations.

**Duties***Data Management and Logistics*

- Coordinate course logistics for language instructors, conversation partners, and students.
- Create and maintain detailed records related to registration, enrollment, grades, and hiring.
- Serve as the first point of contact for phone, email, and in-person communications.

*Advising and Support*

- Review applications from students and conversation partners, conduct interviews, and recommend admissions and student hiring decisions.

- Screen weekly reports to monitor performance. Resolve routine logistical and learning questions and identify and refer individuals in need of follow up.
- Advise students about course placement and other language learning opportunities and best practices.

#### *Other Functions*

- In consultation with the Center director and the FCI Office of Strategic Engagement, devise and implement social media and other outreach initiatives to promote engagement with the Center.
- Assist with the creation of course syllabi and other instructional and training materials. Participate in team conversations about language learning principles, strategies, and resources.
- Contribute to the development and implementation of Center policies and course management systems.
- 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 attention to detail, multi-tasking ability, and organizational skills
- 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 (with or without accommodation), 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; and ability to lift and carry equipment of up to 20 lbs.
- Availability 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

#### **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 social media for student organizations or non-profits
- Familiarity with the five member campuses and the Consortium
- Familiarity with FERPA and other policies related to handling student records