



Creating pathways to new beginnings.

## **Program Associate, Education Services**

FULL TIME – EXEMPT: 20 Hours per week

### **SUMMARY**

The Rian Immigrant Center is seeking a **Program Associate** to provide administrative support for its Education Services program, specifically the adult ESOL (English for Speakers of Other Languages) program.

This is a part-time position with semi-flexible hours and in-person work components in our office in downtown Boston.

### **RESPONSIBILITIES**

- Support the mission and values of Rian by demonstrating a commitment to social justice and equity; actively participating in Rian's efforts toward being an anti-racist organization; and value, promote, and integrate anti-racist ideas and policies into our work
- Provide support to the following:
  - Laptop Loaning Program (in-person)
    - Prepare Chromebooks to loan out to new students
    - Meet with students in-office for Chromebook pickup
    - Communicate with students to coordinate Chromebook returns
    - Process Chromebook returns
    - Perform data entry
  - ESOL Textbook Supplies (in-person)
    - Prepare textbooks for in-person pickup or shipping to ESOL students
    - Meet with students in-office for textbook pickup
    - Ship textbooks to students via USPS
    - Perform data entry
  - TABE CLAS-E Online Test Administration (online and in-person)
    - Schedule prospective students for placement testing
    - Proctor standardized (TABE CLAS-E Online) placement testing for all new ESOL students
    - Proctor pre- and post-tests for all ESOL students at the beginning and end of the semester
    - Manually score writing and speaking sections of all student tests
  - New ESOL Student Intakes (online)
    - Communicate with prospective students verbally and in writing
    - Conduct phone assessments with students
    - Assess prospective students' written, verbal and grammatical English proficiency



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- Perform data entry of new student information
- Place students into ESOL classes based on English proficiency level
- Add students to waitlists and course rosters in Google Drive and Salesforce
- Refer students as needed to partner organizations
- Provide general program support:
  - Communicate and coordinate with ESOL instructors, who exchange information with their students
  - Assist with day to day operations of the ESOL program
  - Enter education data in Salesforce
  - Schedule meetings and events
  - Accompany staff on in-person student meetups and in-office appointments
  - Coordinate onboarding and ongoing support of program volunteers
  - Train and supervise interns
  - Participate in team meetings, anti-racism working group meetings, and all-staff meetings
  - Collaborate with Director of Education on bi-monthly internal reports, grant reporting, assessment, program development
  - Perform other administrative tasks as assigned by Director of Education Services

### **REQUIRED QUALIFICATIONS**

- Commitment to the overall mission and values of Rian
- Proficiency with Zoom and Google suite for remote learning
- Excellent verbal and written communication skills
- Empathy and intercultural sensitivity

### **PREFERRED QUALIFICATIONS**

- Bilingual (Spanish preferred) or multilingual
- Experience traveling/studying/living/working outside of the US
- Experience with immigrant/refugee populations
- Experience with data entry (particularly Salesforce)

### **REQUIRED AVAILABILITY**

- Local residency in the greater Boston area
- Tuesday afternoon availability for team meetings; weekly schedule flexible

**Status:** Exempt

**Reports to:** Rebecca Hale, Director of Education Services

**How to Apply:** Please send a cover letter and resume as a PDF to [career@riancenter.org](mailto:career@riancenter.org) with **Education Services Program Associate** as the subject line.



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Rian Immigrant Center is committed to a policy of providing equal employment opportunities for all and does not discriminate on the basis of race, color, ethnic or national origin, creed or religion, gender identity, sexual orientation, marital status, age, veteran status, or physical or mental disability. We encourage applications from all those interested and qualified.

### **ABOUT RIAN IMMIGRANT CENTER**

Rian Immigrant Center offers a comprehensive, multi-service approach to supporting families from more than 126 countries. Rian provides the immigration legal, resource and support services, and educational support immigrants need to gain stability, security, and build pathways to success. Rian was founded in 1989 by a group of immigrants, and we have assisted over 40,000 immigrants make successful transitions to new beginnings in New England.

In addition to our services, rooted in the tradition of welcoming others and social justice, we help newcomers find community, and stand up for immigration policies that are humane and just. We are proud to continue the tradition of welcoming immigrants to this country and working together to create a better future for all. Rian strives to intentionally create an environment for staff, individuals we serve and others, that fosters intercultural belonging, and is anti-racist and equitable. We are committed to valuing and promoting anti-racist ideas and policies.

**Working at Rian:** Our staff of thirty-plus; immigration attorneys, social workers, educators, youth workers and others, bring enthusiasm and a commitment to our mission and the work at the Center. We work as one team. Our generous benefits package includes a hybrid work environment with flexible worktime, health benefits, 10 vacation days, 15 holidays, 5 sick days, a 403(b) plan, and occasional off-site community building time together.