Khbrat Program Assistant - P/T

The English Language Institute (ELI) is a leader in the field of English as a Second Language. With an annual enrollment of over 1,800 students, the ELI offers a variety of programs for a diverse population of students. In addition to its regularly scheduled courses, the ELI offers customized programs for teenagers, university students, professionals, English teachers and university faculty and staff ranging from one week to one year in length. These sponsored, specialized programs require coordination and networking skills by individuals with advanced training and degrees as well as experience. In particular, the comprehensive Khbrat Teacher Training initiative sponsored by the Saudi Arabian Ministry of Education requires significant time and effort for which this position is designated and funded.

Under the close supervision of the Project Director for the Khbrat Teacher Training initiative, this 29 hr/wk. part time position will manage participant performance records, liaising with the ELI registrar and other departments, as well as program feedback data. This position will also manage project workflow tools and communications across departments and teams, and direct participants to appropriate staff and resources as needed.

RESPONSIBILITIES:

- Utilize Google Drive to maintain and monitor Khbrat Program Calendar, documents and spreadsheets and forms
- Work closely with ELI-registrar and Admissions offices, in addition to campus office related to Khbrat needs
- Responsible for attendance at all Khbrat program and individual meetings, converting raw data to required formats
- Regularly update performance records
- Perform mail merges to create transcripts for each scholar
- Create/maintain databases of student information, such as SLATE, Google Drive, H: Drive, Canvas, physical student files
- Create and manage Google forms and database fields for mid & end-of-session reports
- Assist with implementation, registration, communications logistics for classes, seminars, testing sessions, conferences, events and school visits and other program-related activities
- Schedule meetings and appointments for Project Director and Coordinators as needed; take minutes at weekly Khbrat team planning meetings
- Take, monitor & report progress of Action Points across the team to Khbrat Director as needed
- Assist with execution and analysis of Program Evaluation Surveys, and other program documentation
- Assist with administration of Khbrat Canvas sites as needed
● Assist as needed with program orientation in cooperation with Community Liaison
● Liaise with Project Director, CEHD Coordinator and Community Liaison to streamline communications with Khbrat Participants, on Canvas, email and WhatsApp
● Provide general information, address & triage day to day program related questions/concerns as needed from Khbrat participant walk-ins and emails
● Other administrative tasks as assigned

QUALIFICATIONS:

● Bachelor’s degree
● Experience in working with international students and professionals in various capacities preferred
● Timeliness and productivity with work and ability to self-manage and prioritize responsibilities.
● Excellent written and oral communication, analytic, and interpersonal skills when working with faculty, staff, students, university administrators, alumni, and prospective students and external partners.
● Strong organizational skills.
● Proficiency with Microsoft Office Suite, and Google products.
● Ability to analyze and interpret data and make independent decisions and judgments in keeping with the position level.
● Experience with UD platforms such as Canvas, UDSIS, and Slate
● Experience in an international higher education setting, preferably at an English Language Institute
● Ability to provide a supportive and caring environment for English Language Learners.
● Established relationships with ELI and UD campus offices and departments preferred

Apply

To apply, please send your resume and cover letter to Lin McDowell, Administrative Coordinator for International Projects: linbmcd@udel.edu.

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