CLAD Student Worker Job Description
ESL Center for Language and Academic Development (CLAD)

Pay: $15.59 an hour, maximum 15 hours/week (Pay is set by the CCSF Board of Trustees)

Required Qualifications:
1. Clearance for Federal Work-Study Program (social security number; eligible for financial aid & Federal Work Study award)
2. T.B. Test clearance (allow a minimum of two weeks to complete this 2-step process)
3. Strong English-Language listening and oral communication skills

Desired Qualifications:
1. Ability to explain and enforce CLAD rules and policies
2. Strong customer service skills
3. Willingness to work as part of a team, to accept responsibility, and to represent the ESL department and CLAD
4. Ability to work calmly and efficiently when sometimes faced with a long line of people needing to be served
5. Ability to listen and to handle problems with tact, and to know when to refer situations to the CLAD Coordinators
6. Attentiveness to details and surroundings
7. Punctuality and accountability

Primary Responsibilities:
1. Arriving on time and wearing name badge
2. Assisting CLAD users
   a. Check in (make sure students get to appropriate workstations and provide any necessary resources; return worksheets)
   b. Check out (award appropriate time credit; return worksheets)
   c. Remind students they can ask for help
3. Circulating every 10-15 minutes to make sure students follow CLAD rules:
   a. No cell phone use; student must exit CLAD to use cell phone
   b. Complete worksheets for news websites for lab credit
   c. No CLAD credit for homework assignments
4. Monitoring “tutoring flow”
   a. Noting when a tutoring session has begun
   b. Preparing next tutee for tutoring session
   c. Alerting faculty tutors when a current tutoring session is in the final 5 minutes and alerting next tutee that her session will begin shortly
5. Recording hourly totals of students at computers, workshops, and tutoring tables
6. Cleaning (surfaces, keyboards, etc.), and watering plants
7. Informing the CLAD Coordinators when the supply of forms is low, of technical problems with computers, and any other problems
8. Offering suggestions for improvements based on observations and student comments
9. Other duties/tasks as assigned