**JOB DESCRIPTION: PROGRAM COORDINATOR – ESL - BRAZIL**

**DEPARTMENT:** Instruction – FLVS Global School  
**REPORTS TO:** Director, Instructional Models

**JOB CLASS:** Instructional Program Coordinator  
**PAY GRADE:** Instructional Program Coordinator

**EXEMPT STATUS:** Exempt  
**DATE:** 08/26/2014

---

**Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.**

**POSITION GENERAL SUMMARY:**
The Program Coordinator coordinates content lessons, staff schedules, school schedules, and staffing for the English as a Second Language (ESL) for Brazil Public School program for FLVS Global. The Program Coordinator plans instructional lesson templates, implements training for all part-time teachers, and communicates progress and performance of the part-time teachers with School Administration. The Program Coordinator works with Human Resources and School Administration in recruitment activities. The Program Coordinator also coordinates the day to day schedule of live lessons to ensure part-time teachers are timely and effective in providing a productive learning experience for students.

**ESSENTIAL POSITION FUNCTIONS:**

- Coordinate the planning, implementation, and follow up of all ESL – Brazil live lessons
- Create live lesson templates for Elementary, Middle, High School live lessons
- Coordinate the schedules from the schools in Brazil to ensure teachers are prepared and scheduled to deliver live lessons
- Coordinate the master schedule for all part-time teachers delivering live lessons
- Coordinate substitutes for back-up plans to ensure teacher coverage for live lessons
- Partner with Human Resources and School Administration to ensure that part-time teacher positions are posted and recruited for in order to ensure effective staffing for instructional needs
- Serve on selection committee to assist in interviewing and hiring decisions for part-time teachers
- Provide training to new part-time teachers to ensure they are prepared to deliver live lessons
- Conduct professional learning opportunities for staff
- Serve as a liaison and product expert on the Rosetta Stone course
- Provide outstanding customer service as measured by periodic surveys and performance reviews
- Performs other duties and responsibilities as assigned by supervisor
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*
MINIMUM REQUIREMENTS:

**Education:**
- Bachelor’s degree
- Valid Professional Teaching Certificate

**Experience:**
- Three years’ teaching experience
- Bilingual in English & Portuguese

**Knowledge, abilities and skills:**
- Knowledge of Elluminate and other software applications for live lesson delivery
- Knowledge of Rosetta Stone English course
- Operational knowledge of the Internet and Web-related technologies
- Ability to learn and apply all required and recommended FLVS computer applications to create efficiency and consistency in internal workflows and instructional practices
- Knowledge of adult learning principles/strategies
- Excellent verbal and written communication skills
- Ability to prioritize tasks and meet aggressive deadlines
- Strong organizational skills
- Ability to work and collaborate with various teams
- Evaluates audits, deduces, and/or assesses data and/or information using established criteria
- Strong communication and teaming skills
- Exercises independent judgment to adopt or modify methods and standards to meet variations in assigned objectives

CORE COMPETENCIES FOR SUCCESS:

<table>
<thead>
<tr>
<th>COMMUNICATION SKILLS</th>
<th>CUSTOMER FOCUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</td>
<td>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INTERPERSONAL SKILLS</th>
<th>FUNCTIONAL / TECHNICAL EXPERTISE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all</td>
<td>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</td>
</tr>
</tbody>
</table>
INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<table>
<thead>
<tr>
<th>PEER RELATIONSHIPS</th>
<th>CREATIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</td>
<td>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SELF KNOWLEDGE</th>
<th>PLANNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; Isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; Applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</td>
<td>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ORGANIZING</th>
<th>PROBLEM SOLVING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</td>
<td>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</td>
</tr>
</tbody>
</table>

| DRIVE FOR RESULTS | |
|-------------------| |
| Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals | |

**Physical Requirements and Environmental Conditions:**

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.