



Student Success Navigator (ESLC Office) Job Posting

Position Snapshot

Title: Student Success Navigator

Type: Full-time, 40 hours per week

Pay Range: Salaried based on \$22-25/hr, depending on experience

Projected Start Date: ASAP

Applications will be reviewed on an ongoing basis until the position is filled.

To apply, send a cover letter, resume, and sample lesson plan via email to careers@eslcenter.org.

****Applications received elsewhere will not be considered. See DEI note below.**

Get to Know the ESLC

The English Skills Learning Center (ESLC) is a 501(c)3 charitable organization that has been serving Salt Lake County since 1988. Our mission is to integrate and strengthen communities by breaking language and cultural barriers.

All of our work centers on the concept of two-way mutual integration, which means that both English language learners AND fluent English speakers are responsible throughout the integration process. Fluent English speakers can learn with us by attending workshops, becoming a volunteer, or even participating in a community book club. For English language learners, the ESLC specializes in teaching English language and civics for adults with limited and interrupted formal education. We create a welcoming space for everyone to learn and grow together in order to reach our vision of a community where all voices are celebrated.

Get to Know the Team

The ESLC team is a group of high-quality humans working together to make our community better. We are constantly seeking professional development opportunities and sharing knowledge with others on the team and externally, when possible, to ensure that our practices are research-based and effective. We lean on each other when needed and celebrate both victories and failures as we go. We are truly a family – but a family that respects boundaries, honors work-life balance, and supports you and your mental health in any way we can. We are an organization that realizes the lines between work and life are sometimes blurry, so it should be noted that children, dogs, and cats are often present during virtual meetings.

Get to Know the Position

The English Skills Learning Center (ESLC) is seeking a mission-driven, detail-oriented, and people-focused Student Success Navigator to join our team. The Student Success Navigator serves as a bridge between learners and programming, ensuring that all students have access to the resources and support they need to succeed in their English language and citizenship preparation classes.

This role will be based at our West Valley City office, where we are launching a new model of intensive English instruction for adult learners. The Student Success Navigator will be responsible for coordinating referrals, conducting registration and pre-/post-testing for students, providing individualized support and navigation, and managing the administrative functions for on-site programming. This includes data entry, communication with instructors, and maintaining up-to-date student records. The ideal candidate has strong organizational skills, is culturally responsive, and enjoys helping others succeed.

Key Responsibilities

Student Navigation and Support

- Serve as the primary point of contact for students at the ESLC office.
- Provide individualized support to help students overcome barriers to participation.
- Connect students with internal and external resources as needed.

Program Coordination

- Facilitate and manage student referrals into appropriate classes.
- Lead student registration, orientation, and placement testing (CASAS or other approved assessments).
- Conduct post-testing and track student progress in coordination with instructors.

Administrative and Data Management

- Serve as the main administrative support for all office-based programming.
- Maintain accurate and up-to-date records in the LACES data management system.
- Enter attendance, test scores, and other required data promptly.
- Communicate with program staff and instructors to ensure smooth program operations.

Reception and Communication

- Answer incoming phone calls and respond to voicemails in a timely and professional manner.
- Monitor and respond to messages sent to the general info@eslcenter.org email account.
- Greet visitors and students at the front desk and help direct them appropriately.
- Maintain a welcoming and organized front office space.

Team Collaboration

- Collaborate with instructors, volunteers, and other staff to support student progress.
- Participate in staff meetings, training, and professional development.
- Assist with special projects or initiatives as needed.

Qualifications

- Demonstrated work or educational experience, preferably in adult education, social work, case management, or other related field.
- Experience working with adult learners, immigrants, refugees, or similar populations.
- Strong organizational and time-management skills.
- Ability to manage data entry and student records with accuracy and confidentiality.
- Proficiency in Microsoft Office and willingness to learn new systems (e.g., LACES).
- Ability to maintain confidentiality of privileged information
- A desire to help people live with dignity and agency, regardless of their English language proficiency
- Proficiency in a language other than English is preferred, but not required

Please Note

A background check will be performed on the chosen candidate. This organization uses E-Verify.

Compensation

The position will be 1.0 FTE (40 hours/week), salary range based on \$22-25/hr, depending on education and experience.

Vacation and sick days, along with access to health insurance, are available for full-time employees. In addition to personal leave, the office is closed for nine (9) paid holidays and for the week between Christmas Eve and New Year's Day. Opportunities to participate in professional development are also available.

And last, but not least, a spot on a team of really amazing people!

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****Applications received elsewhere will not be considered. See note below.**

Diversity, Equity, and Inclusion (DEI) Efforts

All names and gender markers are removed from applications before they are reviewed, which is why applications **MUST** be submitted by emailing careers@eslcenter.org.

We also recognize that potential applicants coming from historically marginalized groups tend to apply for jobs only if they meet 100% of the qualifications and experience listed. We encourage anyone who feels this job may be a good fit with their experience and interests to apply, regardless of being able to “check” every box listed above.