



Immigrant Welcome Center

Job Description: Manager of English at Workplace

Department: English Language Learning

Status: Full-time, Exempt

Supervisor: Director of ELL

Salary: \$45,000-52,000 (Commensurate with experience)

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

The Manager of English@Workplace will lead IWC's work in expanding business and public sector support for English language learning opportunities for immigrants in the Indianapolis area through prospecting, developing, and executing new employer partnerships. The Manager of English@Workplace will work at multiple levels to build awareness of the value of on-site workplace English classes that benefit both the limited-English proficient employees and the employers and will design and implement and manage a streamlined referral system to connect employers with ESOL providers. The Manager of English@Workplace will be involved with program development, advocacy, research, outreach, and education, and will inform interested business leaders about clear, simple next steps and available funding streams. The Manager of English@Workplace will further IWC's mission to create opportunities for immigrants to advance in their economic, educational and civic aspirations, mainly through awareness-raising and relationship-building.

This is currently a grant funded position through 2025. Support for this position beyond 2025 will be dependent on securing funding from multiple streams.

Responsibilities

Employer Engagement

- Identify and conduct outreach to businesses that employ high numbers of immigrants with limited English skills to support and encourage their investment in ESOL classes.
- Meet with Indiana businesses to educate them about the English@Workplace program, understand their needs for English classes in the workplace, and facilitate introductions to the appropriate ESOL provider.
- Oversee special projects designed to identify and promote business engagement in ESOL, for example surveys, development of customized English courses, and events.
- Identify barriers and implement solutions to employers being able to offer English language courses in the workplace.
- Elevate stand-out employers as key examples of what it means to be a strong partner and supporter of/advocate for immigrants.

Partner Engagement

- Identify opportunities for strategic partnerships, using a lens of value to the organization and mission; represent IWC in those partnerships as well as in forums, conferences, etc.
- Build organizations' knowledge and practice in engaging Indianapolis-area businesses in the support, design and delivery of English language training to immigrant workers.
- Organize events in collaboration with local government leaders to highlight businesses that offer on-site workplace English classes, and ESOL programs that partner with them.
- Engage with local stakeholders, including community-based organizations, advocacy groups, labor unions, businesses, ESOL providers, universities, and trade associations in order to raise awareness of the English at Work program and the resources for organizations interested in partnership and participation.
- Provide ongoing support and leadership to the English@Workplace Consortium.

Program Management

- Identify barriers for the program's growth, and build appropriate solutions to ensure an increase of participation by immigrant employees and area employers.
- Assist with growth of Indiana Workplace English Collaborative (the English@Workplace Consortium), including employer outreach, development of meeting agendas, and communications.
- Work alongside IWC's Marketing & Communication team to establish a website or distinct IWC webpage for Workplace English and support with search-engine optimization (SEO) so that interested business leaders would be able to access IWC's English@Workplace initiative and information about clear, simple next steps.
- Work in collaboration with IWC's English Learning Director to share a consistent message of improving language access to immigrants in the workplace.
- Connect IWC clients to possible employment opportunities.

Success Indicators

Success in this role is indicated by the following:

- A comprehensive plan for awareness-building campaign is developed and implemented.
- A comprehensive plan for engaging with and creating employer & ESOL provider partnerships is established and implemented.
- English@Workplace funding prospects are identified and clearly communicated to employers.
- A workflow for handling inquiries is developed and implemented.
- Grant measurables are fulfilled and grant reporting is completed on time.

Work Responsibilities & Requirements

- Works 2 days in the office, 2 days remote, and 1 hybrid day where you can be remote or in-person
- Flexible working schedules, 8-hour shift Monday – Friday. Choose your start time between 8:00am-10:00am, and end time between 4:00pm -6:00pm.
- Some evening and weekend work is required (flex time available)
- Extensive administrative work on computer and phone.
- Any other duties and responsibilities assigned by COO/CEO.
- A valid Indiana driver's license is required.

Required Qualifications & Skills

Education/Skills

- Bachelor's degree and 3 years of experience in education, business, or non-profit management, or 5 years of experience in above-listed fields
- Proficiency and ease with Microsoft Office suite, social media, cloud-based tools including Google suite.
- Ability to meet deadlines and handle various projects simultaneously.

Business/Marketing

- Proven experience in researching and strategically gathering information to establish sectoral labor market priorities and to attract businesses to IWC's mission and work.
- Marketing/communications experiences/skills, especially related to email and event related marketing and communications.
- Experience educating and influencing businesses, such as experience in sales, business development, relationship management, or customer success

Communication skills

- Knowledge and understanding of issues of immigration, including race, class, and gender, and the ability to assist others to develop that type of understanding.
- Fluent in English
- Passionate about language access and the benefits of increasing the diversity of working communities throughout central Indiana.
- Ability to work as part of a team and in culturally diverse environment.
- Clear communication skills, verbal, written, and presentation.
- Excellent organizational skills
- Strong interpersonal skills to continue the trust and collaboration that has been developed over the last 1.5 years

Preferred Qualifications

- TESOL background
- Collaborating with ESOL staff
- Experience in adult education, workforce development or related field
- Teacher training experience
- Fluent in another language
- Lived experience as an immigrant (in the U.S. or abroad), or a child of an immigrant.

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your resume, cover letter, and references to our Chief Operating Officer, Christina Arrom Garza (carrom@immigrantwelcomecenter.org). Subject line should read: Applicant for Manager of English at WorkPlace.