



English Program Manager

Intercambio is a great place to work! Intercambio was founded in 2001 to bring English learners and community volunteers together in language classes and gatherings to build skills, confidence, and life-changing connections. We have connected over 15,000 students, teachers, and adult ESOL organizations through our programs, trainings, and curriculum. Intercambio participants build relationships that break down barriers of language, culture, race, and socioeconomic status — creating connections that build a more fair, just, and inclusive society. Our staff are experienced, diverse, passionate about our mission, and learn from our participants and each other.

Intercambio's Online and One-on-one programs connect adult English learners and volunteers nationwide to bridge cultural divides, improve English skills, and build life-changing connections. The online program matches volunteer teachers with adult English learners and provides ongoing training, support, and resources. The Online Program Manager manages the day-to-day operations and program quality for all participants by providing ongoing support to students and volunteers and providing input to the Curriculum and Training Department on resources needed by participants.

This position is full-time (40 hours per week, some evenings and weekends required) and reports to the Assistant Director of English Programs. The successful candidate will be expected to work in our Boulder & Longmont offices each week, and from home.

We welcome your cover letter and resume at jobs@intercambio.org. Please be sure your cover letter specifically tells us how you meet our qualifications.

RESPONSIBILITIES:

- Provides excellent customer service to all online and One-on-one program participants by responding to support email, phone, text, and in-person requests, logistical technical support and questions in a timely manner and consulting with other Intercambio staff when appropriate.
- Acts as a cultural broker by helping students and teachers understand each other's unique cultural perspectives, especially when solving problems. May interpret or translate information to facilitate communication.
- Responds to prospective student inquiries while providing accurate information and support for them to successfully enroll into the program.
- Determines student enrollment eligibility based on established criteria. Notifies students of their status and may refer them to other programs if appropriate.
- Continuously monitors participant feedback and post-survey activities – collects and records data in Salesforce and shares relevant information with other staff to identify areas for growth.
- Acts as a liaison between students, teachers, and administrative staff to address any issues or concerns that arise. Refers requests for teaching assistance or resources to the Curriculum and Training staff as appropriate.
- Implements retention and engagement strategies while building community among all program participants.
- Keeps accurate records in Salesforce of student enrollments, class registrations, payments, communications and assessments.
- Monitors activity on the platform and pro-actively reports potential problems.

- Participates in planning and implementing ongoing evaluation of the program.
- Identifies and reports needed software platform enhancements and may develop specifications for them.
- Manages platform resources and ensures that new resources are uploaded into the software platform.
- Participates in implementing online and one-on-one programs-related marketing activities.
- Works with the team to identify additional resources and software enhancements needed to ensure the ongoing success of participants in the program.

QUALIFICATIONS:

Required Qualifications

- Excellent customer service and communication skills
- Lived multicultural experience
- Demonstrated ability to build effective and authentic relationships with diverse, vulnerable, and underrepresented individuals and develop sustainable effective communication and engagement
- Demonstrated ability to interact with, understand, appreciate, and resolve challenges with people from different cultures or belief systems
- Advanced skill and demonstrated experience with paying attention to detail
- Experience with project management
- Skill at managing multiple priorities
- Experience using and adapting to new technology and software – especially Salesforce
- Proficiency with Microsoft Office 365 applications, including Microsoft Office

Desired Qualifications

- Experience with advocating for multicultural communities
- Proficiency in online learning platforms and educational technology tools.
- Experience using web-based software programs, such as Learning Management Systems and WordPress
- Experience with researching and navigating resources
- Bilingual - fluency in Spanish and English preferred

Starting Salary Range: \$54,000 to \$56,000 per year. Intercambio has a formal, market-based compensation structure. Candidates who possess the required qualifications usually start in the middle of the advertised salary range. Intercambio also offers a competitive benefits package that includes group health, dental, and vision insurance (Intercambio pays 90% of the premiums), life insurance, vacation and sick leave, Simple IRA after 1 year with a company match of 3%, and funds for annual professional development.

At Intercambio, diversity, equity and inclusion are at the core of who we are. [Read our Equity Charter here.](#) We are committed to creating a diverse and equitable work environment and strongly encourage you to apply if you have lived immigrant experience, are part of the BIPOC (Black, Indigenous, and people of color) and/or LGBTQIA community, are differently-abled, a veteran, or are of diverse nationality or religion.