

Student Support Specialist

Reports to Program Director

Overview

The Student Support Specialist is responsible for providing support to new adult education students. Student support services includes connecting students to community resources, job search assistance, financial assistance and other issues that may arise that affects participation in class. This position works closely with the Instructor and Adult Education Manager. This is part-time temporary position and hours are a combination of days and evenings, in-person and virtual.

Major Responsibilities

- Attend adult education orientations to connect with new students
- Work directly with students until they reach 40 hours of instruction and take a progress test.
- Sit in on classes on a weekly basis.
- Screen for eligibility for financial assistance and provide internal income support as needed.
- Issue transportation assistance to those that meet the guidelines.
- Provide job readiness and job search assistance such as resume development; job leads and interviewing advice.
- Send weekly motivating communication through WorkReady Mobile.
- Refers to Case Manager/Coach after student has progress tested or if they need financial coaching.
- Works directly with the instructor to complete their Individual Training Education and Career Plan.
- Contacts students that are missing more than 3 days or did not start classes after orientation.
- Document contact services and case notes in Microsoft Dynamics CRM.
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Qualifications / Skills

- Bachelor's degree in the areas of Social Work, Human Services and related or a current college student with at least 60 credit hours.
- Experience using meeting platforms such as Microsoft Teams and Zoom
- Working knowledge of Microsoft Office programs such as Outlook, Word and Excel.

This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.