

**Part-Time Student Support Specialist  
Springfield, VT**

**Job Title:** Part-Time Student Support Specialist

**Employment Classification:** Part-time, benefitted (24 hours per week)

**FLSA Status:** Non-Exempt

**Reports To:** Windsor County Regional Director

**Primary Work Site:** Springfield

Note: This position requires working in the Springfield Learning Center on Tuesday, Wednesdays, and Thursdays from 9-4. Some remote and in-person meetings may fall outside of these hours on occasion.

**Vermont Adult Learning:** Vermont Adult Learning (VAL) is a private nonprofit and a member of Vermont's Adult Education and Literacy System. Working closely with other nonprofits, state agencies, and schools, we serve seven of Vermont's 14 counties. We provide instruction in basic academic skills, work readiness, and English language skills; high school completion and GED prep; and transition to college and career services. Our programs are free to Vermont residents, age 16 and older who want to obtain a high school diploma or the equivalent skills, or who want to learn English.

**Purpose of the Job:**

The **Student Support Specialist (24 hours per week)** provides outreach, recruitment, assessment, and goal setting for new and returning students, and supports them in demonstrating readiness for VAL services. This person serves as the initial point of contact for new students, listens to and develops a relationship with the student to understand their educational needs and objectives, and helps to determine other potential student needs. They also administer a variety of assessments to support students on their educational journey with VAL and beyond, develop and maintain community partnerships as part of a fabric of coordinated services and referral networks, and support students in accessing programs and services to meet their needs and goals. As one of the primary points of contact for all visitors, this position serves as an integral member of the Springfield VAL team and requires a commitment to exceptional service within a small team environment.

Student Support Specialists work closely with other VAL staff to create a dynamic, effective learning environment in which all students find success. They play a critical role in creating a welcoming, supportive environment for new and current students. The ideal candidate will demonstrate initiative, creativity, and flexibility in their own work and be able to coach students in developing these same skills.

**Essential Functions & Responsibilities:**

Student Support Specialist

- Provides first line customer service to students, including:
  - coaching students through trouble-shooting and problem-solving,
  - providing tutoring in basic academics, and
  - connecting students to applicable resources.
- Greets students/visitors in a welcoming and encouraging fashion, via in-person, phone, and/or text inquiries.
- Outreach and recruitment support.
  - Inform staff of specific outreach efforts and build an inclusive process for outreach.

- Identify best practices for outreach and recruitment.
- Assist with the development and implementation of outreach strategies.
- Guides new students through enrollment and registration process.
- Interview new students to better determine their educational goals & objectives.
- Schedules and administers TABE and other assessments for students.
- Supports related office processes: entering student data, maintaining student files, scanning student documents, and other related tasks.
- Proactively reaches out to students to support retention.
- Supports technology-related tasks with students and staff.
- Maintains professional standards of confidentiality.
- Refer students to other organizations & agencies as appropriate.
- Participate in personal & professional development.
- Assists the Regional Director in other duties as assigned.

### **Qualifications, Knowledge & Skills:**

Bachelor's degree preferred, or associates degree with equivalent work experience. Experience preferred with at-risk students, alternative educational systems, and adult educational practice. Must possess strong interpersonal, oral, and written English communication skills to engage & listen to students. Requires competency in using technology to perform various administrative and communication tasks. Requires a creative thinker who is knowledgeable of and able to coordinate available community resources. Also requires the ability to work well independently and as part of a team. Strong organizational skills are necessary to complete administrative tasks. This position requires a commitment to racial equity, as well as other forms of educational equities around class, ability, language, gender and sexuality. Candidates should be excited to work with diverse students, especially students of color, English Language Learners, and LGBTQIA+ students.

**Working Conditions & Environment:** This position requires working in the Springfield Learning Center at least 3 days a week with the flexibility to work remotely the other day(s). Requires Internet connectivity conducive to video conferencing, a valid driver's license, reliable, personal transportation and/or access to public transportation. Work-related travel beyond the normal commute to the Springfield Learning Center will be reimbursed.

**Fingerprint-Supported Criminal Record Check and Mandated Reporting:** Vermont Adult Learning is committed to the safety of our students and staff. A confidential, national criminal records check as well as a check against the Vermont Child Abuse and Neglect Registry will be performed on all applicants offered employment. Continued employment is subject to the final determination reached based upon the results of these checks.

**All Vermont Adult Learning staff are required to be familiar with Vermont's Mandated Reporter law.**

**Benefits:** In addition to a competitive salary, Vermont Adult Learning offers the following excellent benefits – premiums are based upon employee's work schedule:

- Medical insurance, including family plans and plans with employer contributions to a health reimbursement account (HRA). Premiums based upon employee's work schedule.
- Dental Insurance
- Vision insurance
- Long Term Disability, Life Insurance, and Accidental Death and Dismemberment Insurance are available at no cost to the employee. Voluntary Life and Accidental Death and Dismemberment Insurance also available.
- Health Care and Dependent Care Flexible Spending Accounts (Employee contributions only)
- Retirement plan with immediate vesting and organization match of up to 4% after six months with 500 hours of service.
- Employee Assistance Program

- Generous paid time off includes:
  - Combined Time Off (vacation, personal, and sick time) that increases with years of service
  - Two paid organizational shut down weeks each year
  - 12 paid holidays each year
- Parental Leave

**Application Deadline:** Position will remain open until filled.

**Pay Range:** \$21.80/hr - \$22.45/hr

**TO APPLY:** Send a cover letter and resume electronically to: [talent@vtadultlearning.org](mailto:talent@vtadultlearning.org)

Vermont Adult Learning is an Equal Opportunity Employer.