



Student Experience Navigator

Rutland, VT

Vermont Adult Learning Job Title: Student Experience Navigator

Employment Classification: Position could be full-time or part-time (24-32 hours/wk). Please note in the cover letter whether full- or part-time is preferred. Positions at 20 hours/week or more qualify for benefits.

Reports To: Regional Director

Primary Work Site: Rutland

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: In cooperation with advising and teaching staff, the **Student Experience Navigator** encourages and supports students in achieving their educational goals through welcoming current and prospective students to the center, coaching and problem-solving with students to overcome barriers, and supporting the admissions and retention process. As one of the primary points of contact for all visitors, this position serves as an integral member of the Rutland VAL team and requires a commitment to exceptional service within a small team environment.

Essential Functions & Responsibilities:

- 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.
- Guides new students through enrollment and registration process.
- 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.
- Assists the Regional Director in other duties as assigned.

Qualifications, Knowledge & Skills:

- Associate degree preferred, or equivalent, with at least 2 years of relevant working

experience. Other combinations of education or work experience may be considered.

- Experience tutoring or working with students in an educational setting is desirable.
- Manages and prioritizes multiple tasks simultaneously.
- Demonstrates competency with office computer applications and databases.
- Is a quick learner who is able to work independently and as part of a team.
- Meets deadlines consistently and demonstrates accuracy and attention to detail.
- Communicates effectively in English, verbally and in writing.
- Ability to understand and follow complex instructions.
- Experience as an adult education student is desirable.
- 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: May require working some weekend and evening hours. Travel may be required utilizing personal transportation. Requires reliable transportation with valid driver's license and insurance.

Criminal Background 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 based upon employee's work schedule:

- Medical insurance, including family plans and plans with employer contributions to a health reimbursement account (HRA).
- Dental Insurance
- Long Term Disability, Life Insurance, and Accidental Death and Dismemberment Insurance are available at no cost to the employee.
- Flexible Spending/Dependent Care Benefits
- Vision insurance
- Parental leave
- Retirement plan with immediate vesting and organization match of up to 4% after six months.
- Generous paid time off includes:
 - Combined Time Off (vacation and sick time) which increases with years of service
 - 11 paid holidays each year.

Starting Salary: Salary based on education and experience

Application Deadline: Application review begins 8/12. Job open until filled.

To Apply: Candidates should send a cover letter and resume to: rcampbell@vtadultlearning.org

Vermont Adult Learning is an Equal Opportunity Employer