



## **Student Support Specialist** **Burlington, VT**

**Job Title:** Student Support Specialist

**Employment Classification:** Benefitted. 22-26 hours/week.

**Reports To:** Co-Regional Director

**Primary Work Site:** Burlington Learning Center

**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 do not hold a high school diploma or the equivalent skills, or who want to learn English.

**Purpose of the Job:** This position helps to create a warm welcoming space for students accessing the College Street Learning Center in Burlington, Vermont. The **Student Support Specialist** 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. Other job highlights include working closely with the English Language Learning Team, and coordinating volunteers. As one of the primary points of contact for all visitors, this position serves as an integral member of the Chittenden VAL team and requires a commitment to exceptional service within a small team environment.

### **Essential Functions & Responsibilities:**

- In-person, 3-5 days per week (M-F)
- Data Entry including student attendance and registration paperwork, maintains confidential files
- Answers phone, greets all students / visitors in a welcoming and encouraging fashion
- Provides appropriate and accurate program information as needed
- Assist students with standardized assessment process for Adult Education
- Calls students with appointment reminders
- Assists the Regional Directors with administrative tasks
- Maintains professional standards of confidentiality

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

- Manages and prioritizes multiple tasks simultaneously
- Exhibits strong interpersonal and intercultural skills
- Communicates effectively, multi language ability preferred.
- Demonstrates competency with basic office computer applications such as word processing and spreadsheets
- Meets deadlines consistently and demonstrates consistent, accurate attention to detail
- Requires high school diploma, or equivalent, with at least 2 years of relevant working experience. Other combinations of education or work experience may be considered.

**Working Conditions & Environment:** Busy office and educational environment.

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

**Background Check:** A confidential, national criminal records check will be performed on all applicants offered employment. Continued employment is subject to the final determination reached based on the results of the check.

**Status:** This is a **Non-Exempt, Hourly** position.

**Benefits:** Vermont Adult Learning offers a competitive benefits package that includes:

- Medical and Dental insurance
  - Premiums based upon employee's work schedule
  - Health plans offer a Health Reimbursement Account with contribution from the organization
  - Family coverage is also available
- Long Term Disability, Life Insurance, and Accidental Death and Dismemberment Insurance are available at no cost to employee
- Flexible Spending/Dependent Care Benefits
- Retirement plan with immediate vesting and organizational match after 6 months
- Vision insurance
- Generous paid time off
- Parental leave policy
- Qualified Employer for Public Service Student Loan Forgiveness Program

**Applications will be reviewed as received. Position open until filled.**

**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