



Student Support Specialist Burlington, VT

Job Title: Student Support Specialist - Enrollment and Recruitment

Employment Classification: Regular full time

Primary Work Site: Chittenden

Reports To: Chittenden Regional Director/Advising Coordinator

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:

Provide outreach, recruitment, assessment, and goal setting for new and returning students, and support them in demonstrating readiness for VAL services. Serve as the initial point of contact for new students, listen to and develop a relationship with the student to understand their educational needs and objectives, as well as determine other potential student needs. 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. Support students in accessing programs and services to meet their needs and goals.

Essential Functions & Responsibilities:

- Outreach and recruitment of new and returning students.
- 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.
- Explain VAL programs and offerings clearly to new students.
- Guide students through the enrollment, intake and onboarding process.
- Interview new students to better determine their educational goals & objectives.
- Assess students to determine readiness and learning needs.
- Assist students to become aware of educational options addressing their individual needs.
- Develop a culture of student engagement moving forward with their educational advisor.
- Refer students to other organizations & agencies as appropriate.
- Accurately enter required information using statewide databases and other internal documents.
 - Maintain incoming and returning student pipeline.
 - Create new student files, including registration and enrollment paperwork.
- Develop and facilitate onboarding workshops in collaboration with the advising team.
- Promote statewide adult basic education and workforce development programs.
- Develop new and manage existing relationships with partner organizations.
- Provide basic, frontline customer service by responding to inquiries about VAL programs.
- Maintain professional standards of confidentiality.
- Participate in personal & professional development.

- Perform other duties as assigned.

Qualifications, Knowledge & Skills:

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: his position requires some in-person services at the Burlington Learning Center and the ability to work remotely effectively and professionally on a regular basis. Requires internet connectivity conducive to video conferencing, a valid driver's license, reliable, personal transportation and/or access to public transportation. Mileage will be reimbursed.

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.

Pay Status: Exempt (salaried) position.

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.

TO APPLY: Send a cover letter, resume and three professional references (preferably supervisor or manager level) electronically to: rcampbell@vtadultlearning.org

Vermont Adult Learning is an Equal Opportunity Employer.