



## Student Support Specialist

**Job Title:** Student Support Specialist

**Employment Classification:** The 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.

**Primary Work Site:** Middlebury, Addison County

**Reports To:** Addison Regional Director

**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:**

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, and provide enrollment and onboarding services. 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. Work in cooperation with advisors and teachers to support enrolled students and provide basic skills tutoring.

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

- Outreach and recruitment support.
  - Assist with the development and implementation of outreach strategies.
  - Identify best practices for outreach and recruitment and build an inclusive process.
  - Work with local schools and meet with prospective students on campus or in the community.
- Enrollment and onboarding support.
  - Explain VAL programs and offerings clearly to new students.
  - Interview new students to better determine their educational goals & objectives.
  - Guide students through the enrollment, intake, and onboarding process.
  - Assess students to determine readiness and learning needs.
  - Assist students to become aware of educational options addressing their individual needs.
  - Develop and facilitate onboarding workshops in collaboration with the advising team.
  - Develop a culture of student engagement moving forward with their educational advisor.
- Student data management.
  - Accurately enter required information using databases and forms.
  - Maintain incoming and returning student pipeline.

- Create new student files, including registration and enrollment paperwork.
- First-line customer service to students.
  - Respond to inquiries about VAL programs.
  - Proactively reaches out to students to support retention.
  - Coach students through troubleshooting and problem-solving.
  - Provide tutoring in basic reading, writing, and math.
  - Connect students to applicable resources.
- Support technology-related tasks with students and staff.
- Develop new and manage existing relationships with partner organizations.
- 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, or adult education practice. Previous Vermont Adult Learning students are encouraged to apply. Experience with speaking and understanding Spanish preferred. Must possess strong interpersonal, oral, and written English communication skills to engage & listen to students. Requires competency in using office computer applications and databases 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 equity 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 some in-person services at the Middlebury Learning Center, meeting with students in the community, and the ability to work remotely effectively and professionally on a regular basis. Some evening or weekend hours may also be required. 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 on the results of these checks.

**Starting Salary:** Salary based on education and experience.

**Benefits:** In addition to a competitive salary, Vermont Adult Learning offers the following excellent benefits – premiums based on the 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

**Application Deadline:** Application review begins November 28. The job will remain open until filled.

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

Vermont Adult Learning is an Equal Opportunity Employer.