

## Student Services Associate Job Description

The **Student Services Associate** has duties related to community outreach, student retention, and attendance management. As one of the first points of contact for prospective and returning students and volunteers, they are ambassadors of our school. They ensure students feel welcome and connect them with appropriate services, including Washington English Center and partner organization services. The Student Services Associate reports to the Associate Director of Volunteers and Partnerships and works closely with the Associate Director of Student Services.

**Hours:** This is a part-time position, 20 total hours per week, with an opportunity for more hours during our busiest periods. *Must be available to work at least one evening in-person (5:30pm-9:30pm) per week, and occasionally on weekends for community outreach events.* While most hours will be in-person, there is the opportunity for some remote hours with supervisor approval.

**Compensation:** \$21.50/hour

**Benefits:** Paid time off based on hours worked

**Perks:** Free English group classes and/or one-on-one tutoring if desired; access to gym facilities

### **Job Duties include but are not limited to:**

#### **Student and Volunteer Support**

- Provide office coverage and answer student and volunteer questions as needed
- Respond to inquiries from prospective students and volunteers via email, phone, social media, and in-person
- Assist students with registration form and placement tests; advise students on course selection
- Answer student questions related to textbook access and use
- Connect students with WEC services and partner services

#### **Attendance and Data Management:**

- Check student roster for changes and update group class attendance rosters to reflect current enrollment
- Follow-up with group class teachers about attendance and class log completion
- Record library book sign-outs and returns; follow up with students who need to return books

#### **Outreach and Retention:**

- Call previous-term group class students to encourage enrollment and record call data
- Follow up with group class students with extended absences and record call data
- Follow-up with group class students who don't take the placement test or whose chosen level is significantly different from what the placement test recommends

#### **Events:**

- Attend and provide support at graduation, volunteer appreciation, community socials, and community outreach events as needed

#### **Professional Development:**

- Participate in professional development related to job functions

Other duties as assigned.



**Required Qualifications:**

- Strong organizational and interpersonal skills
- Strong computer skills, especially Google Suite
- English language proficiency
- Proficiency in a language other than English: in particular, Amharic, Dari, or Arabic is preferred

**Preferred Qualifications:**

- Experience with immigration issues and/or a background in ESOL

WEC is an equal opportunity employer. WEC does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or any other characteristic protected by law.

**How to apply:**

Interested candidates should send their resume and cover letter addressed to the WEC Hiring Team at [hireing@washingtonenglish.org](mailto:hireing@washingtonenglish.org) as soon as possible. Please include "Student Services Associate" in the email subject line. Review of applications will begin on Tuesday, August 22, 2023 and will continue until the position is filled.