

HOPEWORKS

JOB DESCRIPTION

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Job Title: AESL Full Time Student Coordinator	Department: AESL
Reports to: AESL Assistant Director	Job status: Exempt

JOB SUMMARY

The Full Time Student Coordinator works with the AESL Team to communicate with Adult English Language Learners and manage student files and data; keep and report accurate attendance records; check files and data for accuracy; test and enroll students. They should be thorough, accurate, and have excellent interpersonal skills. They are responsible for greeting students and helping them with enrollment and testing processes. Availability to work some evenings required.

To be a successful Full Time Student Coordinator, they should have great customer service, creating a warm and welcoming environment for all students. Additionally, they should have proficiency with computers and software, such as Google Sheets and Google Docs. Problem-solving skills and the ability to handle high pressure situations while maintaining focus on serving students are very important in this position. They should be flexible, efficient, organized, and capable of solving problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Data Management & Processing

Supervise the Data Management and Processing function to include:

- Verify attendance and student enrollment forms for accuracy
- Enter data into Jobs4TN state database and check for accuracy
- Maintain records on student contact and pre and post assessments
- Maintain student files in compliance with state and federal guidance

Student Relations

- Welcome students in person or over the phone
- Answer questions for students and potential students
- Schedule student enrollment, assessments, and help students with changes in class schedules
- Outreach for potential students and students who have exited the AESL program

General Operations

- Participate in AESL team projects
- Promote positive communication and teamwork
- Perform basic office tasks, such as filing, data entry, answering phones, etc.
- Handle communications with clients and vendors via phone, email, and in-person.
- Other assigned duties as requested

EDUCATION & RELATED WORK EXPERIENCE
Education Level: (minimum & preferred educational requirements necessary to perform this job successfully)
Bachelor's preferred and/or combination of Education and experience; high school diploma required
Years of Related Work Experience : (minimum & preferred related work experience necessary perform this job successfully)
2-3 years related experience required, cross-cultural experience preferred; experience travelling/living in a country with language other than native language preferred; experience dealing with customers preferred; proficiency in language other than English preferred.

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
A strong command of computer skills (Google Sheets, Google Docs, etc) and data entry is required.	X	
Strong organizational and time management skills.	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, students, board, community volunteers, donors, etc.	X	
Demonstrated ability to meet deadlines	X	
Strong written and verbal communication skills	X	
Demonstrated ability to work under pressure	X	
Must be able to answer to multiple demands from multiple directions simultaneously without expressing frustration.	X	
Able to exercise judgment regarding matters of significance.	X	
Deals with confidential information on a daily basis and must respect the nature of the data.	X	
bilingual		X

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 9/24/2020	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: