



JOB DESCRIPTION

Job Title: Student Coordinator	Department: Adult ESL
Reports to: Associate Director, Adult ESL	Job status: Exempt

JOB SUMMARY

The Student Coordinator works with the Adult ESL Team to communicate with Adult English Language Learners. The Student Coordinator will create and update student files and data; keep and report accurate attendance records; check files and data for accuracy and test and enroll students. The Student Coordinator will assist in other processes related to student support. The Student Coordinator will welcome students and support them throughout the Adult ESL stages including enrollment, orientation and testing. Availability to work two (2) evenings per week is required. Availability to travel between various site locations is required.

The successful Student Coordinator should have an understanding of basic customer service principles, creating a warm and welcoming environment for all students. Proficiency with computers and software, such as Google Sheets and Google Docs is required. Problem-solving skills and the ability to handle high-pressure situations while maintaining focus on serving students are very important in this position. This individual should be flexible, efficient, organized, and capable of independently solving problems.

The Student Coordinator should model HopeWorks values and ethics. To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Data Management & Processing

Supervise the Data Management and Processing function to include:

- Verifying attendance and student enrollment forms for accuracy
- Enter data into the Jobs4TN state database maintaining accuracy
- Maintain records for student contact and pre and post assessments
- Maintain student files in compliance with state and federal guidance
- Ensure student testing is complete

Student Relations

- Welcome students in person or over the phone
- Greet students as they arrive for class
- Answer questions for students and potential students
- Schedule student enrollment, and assessments, and help students with changes in class schedules
- Create student accounts on digital platforms
- Reach out to students who are soon to exit the AESL program
- Ensure students have a connection/introduction to the Success Coach
- Follow up with student inquiries and connect them to the appropriate parties for support

<p>General Operations and Workforce</p> <ul style="list-style-type: none"> ● Participate in Adult ESL team projects ● Promote positive communication and teamwork ● Assist Adult ESL instructors in maintaining site inventory and neatness ● Perform basic office tasks, such as filing, data entry, answering phones, etc. ● Handle communications with clients and vendors via phone, email, and in person. ● Communicate student requests/concerns to Adult ESL leadership and/or other appropriate parties ● Perform basic office tasks such as filing, data entry, answering phones, etc.
--

EDUCATION & RELATED WORK EXPERIENCE
Education Level:
<ul style="list-style-type: none"> ● Bachelor's preferred and/or combination of Education and experience ● High School diploma or High School equivalency required
Years Related Work Experience:
<ul style="list-style-type: none"> ● 2-3 Years related experience required ● Cross-Cultural experience preferred ● Experience in customer service environment preferred ● Proficiency in language other than English preferred

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Experience in Adult Education		X
A strong command of computer skills (G-Suite, Google Classroom, ZOOM, MS Word, Excel, and PowerPoint) is required	X	
Strong organizational and time management skills.	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, board, community volunteers, donors, etc.	X	
Bilingual	X	X
Strong written and verbal communication skills	X	
Demonstrated ability to work under pressure	X	
Must be able to answer multiple demands from multiple directions simultaneously in a strength-based manner. Flexible and adaptable in various situations and environments	X	
Deal with confidential information on a daily basis and must respect the nature of the data.	X	
Skill in operation of general office equipment (fax, copier, scanner, multi-line phone system, etc.)	X	
Participate in local and state activities and professional development	X	
Able to travel to satellite locations		X
Speed of Closure-Ability to quickly make sense of, combine, and organize information	X	
Work as part of a team	X	

--	--	--

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment.

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 specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: January 21, 2021	Revision Date: July 25, 2023
---------------------------------	------------------------------

Supervisor: I have approved this job description and reviewed it with my employee.
--

Signature: _____	Date: _____
------------------	-------------

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.
--

Signature: _____	Date: _____
------------------	-------------

Human Resources:

Signature: _____	Date: _____
------------------	-------------