



## JOB DESCRIPTION

<b>Job Title: Student Coordinator</b>	<b>Department: Adult Basic Education</b>
<b>Reports to: Assistant Director, Adult Education</b>	<b>Job status: Exempt</b>

### JOB SUMMARY

The Student Coordinator (SC) works with the Adult Basic Education Team to communicate with Adult Basic Education Learners and manage student files and data; keep and report accurate attendance records; check files and data for accuracy; test and enroll students. Availability to work some nights required. They should be thorough, accurate, and have excellent interpersonal skills. The Student Coordinator is responsible for greeting students and helping them with the enrollment and testing processes.

The successful Student Coordinator should have an understanding of basic customer service principles and 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. This individual should be flexible, efficient, organized, and capable of independently solving problems.

The Student Coordinator should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". 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 position.

### 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 the LACES 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
- Cross-train on student coordinator responsibilities and processes in other Adult Education programs

#### Student Relations

- Welcome students in person or over the phone
- Answer questions for students and potential students
- Schedule student enrollment, and assessments, and help students with changes in class schedules
- Create students' accounts on digital platforms such as Northstar, Burlington English(if applicable), and HiSET academy (APDS Tablets for Correction SCs)

- Reach out to students that are soon to be case-exited (90 days) students to re-engage them
- Ensure students have a connection/introduction to the Success Coach
- Issue and explain the new student folder to students completing the TABE process
- Provide information about all HopeWorks programming
- Establish communication with students that are released from correctional facilities to provide program information for a continuation of AE services
- Assist with Annual Family Read Night planning
- Outreach for potential students and students who have exited the ABE program

#### General Operations and Workforce

- Participate in AE 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.
- Visit 1 to 2 workplaces a month and share with them how HopeWorks can enhance their employee's soft skills, reading, and/or math skills by providing classes/training. Maintain a database of workplaces visited
- 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 or high school equivalency required

#### Years Related Work Experience: (minimum & preferred related work experience necessary to perform this job successfully)

2-3 Years related experience, experience in a customer service environment, and/or experience in an education environment working with students and/or adults 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	
Time Management and 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 multiple demands from multiple directions simultaneously in a strength-based manner.	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	
Flexible and adaptable in various situations and environments	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	
Participate in local and state activities and professional development	X	

<b>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS</b>
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.

<b>ACKNOWLEDGEMENTS</b>	
Creation Date: January 21, 2021	Revision Date: March 31, 2026
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: _____