



JOB DESCRIPTION

Job Title: Student Service Professional (Full-Time)	Department: Adult Basic Education
Reports to: ABE Assistant Director or Designee	Job status: Exempt

JOB SUMMARY

The Full Time Paraprofessional works with the ABE 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 Paraprofessional is responsible for greeting students and helping them with the enrollment and testing processes. Occasionally, answering phones, taking temperatures and other receptionist duties at various ABE sites.

A successful Paraprofessional, should have an understanding of basic customer service principles and proficiency it 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 independently 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
- Register students for the High School Equivalency Test

Student Relations

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

General Operations

- Participate in ABE 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 or high school equivalency required	
Years of Related Work Experience : (minimum & preferred related work experience necessary 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	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific workplace conditions and/or physical abilities that are related to and/or required by this job)

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. Able to travel to various locations to perform duties related to Student Coordinating and the Receptionist.

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: January 21, 2021

Revision Date: 11/16/2021

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: