



Job Description

GRANT FUNDED

Job Title: Student Support Assistant (Adult Ed)

Supervisor: Program Coordinator

Hours: M-TH

Pay Grade: \$17.00 per hour

Job Classification: Non-exempt

Position is non-contracted, part-time up to 29 hours weekly, and grant-funded

Job Summary

Position is responsible for administrative support, data entry, collecting, monitoring and entering student data into the Adult Education Data System. Must demonstrate a commitment and ability to serve a diverse community, including low-income families. Individual should be self-motivated and able to work at a stand-alone satellite site. Ability to manage and maintain a professional workspace, providing administrative support to adult participants whose basic skills are below the twelfth-grade level. Possess the necessary technology skills to include the Microsoft Office Suite and Google Drive. Must have good customer service skills to communicate with the public face to face, over the phone, or through email.

Essential Duties

1. Provides support duties such as answering phones, email, filing, etc.
2. Provides quality customer service in a courteous and professional manner.
3. Maintain accurate data and performs a variety of data entry and retrieval tasks including maintaining electronic data files, lists, and databases.
4. Manages multiple tasks.
5. Maintain confidentiality of documents, student records, and other information.
6. Support program timeline and processes for data collection.
7. Administer assessments to prospective students.
8. Participates in staff development activities, staff meetings, and activities as required or assigned
9. Maintains office and instructional supplies.
10. Maintain database with the Department of Human Services
11. Maintain One Flow database – entering attendance, referrals, Casas scores, outcomes, credentials, timesheets, support services, and stipends.
12. Provide outside resources as needed (housing, food, utilities, etc.)
13. Assist with recruitment of students for each individual cohort
14. Performs other related duties as required.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties:

Performs any other related duties as assigned by the supervisor or other appropriate administrators as necessary for program success and completion.

Job Specifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualification (knowledge, Skills and/or Abilities Required)

Must have a high school diploma or equivalent. Associate Degree preferred. Previous experience or office setting is preferred. Must possess good organization skills and be proficient with Microsoft Office, Word, Excel and Outlook software. Must possess ability to communicate effectively verbally in writing and be able to establish and maintain working relationships with students, staff, workforce partners and the public.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office/school environment.

Supervision Exercised: None

Supervision Received: Program Coordinator

This job description in no way states or implies that these are the only duties to be performed by this employee. The Student Support Assistant will be required to follow any other instructions and to perform any other related duties as assigned by the Program Coordinator or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 02/2024 LS