

# KENT INTERMEDIATE SCHOOL DISTRICT

## POSITION DESCRIPTION

Title: Adult Education Student Services Specialist

Classification: Classified Hourly (Wage Scale IV)

Reports To and Evaluated By: Director of Adult Education

Terms of Employment: 215-day position subject to all rules and regulations covering classified personnel.

Positions Supervised: none

### **BROAD STATEMENT OF RESPONSIBILITIES:**

The Adult Education Student Services Specialist will ensure a positive programmatic experience for adult learners across multiple programming locations and via various administrative interactions such as: registration, internal/external communications, advanced clerical duties, and more.

### **JOB FUNCTIONS AND RESPONSIBILITIES:**

1. Facilitate alignment of registration and clerical functions across multiple adult education locations, including The Kent County Jail.
2. Set up and facilitate CASAS testing, TopsPro, and training staff for CASAS
3. Monitor and support Pupil Accounting needs via PowerSchool: Create and schedule students, attendance, verification letters, age waivers, dropping students, etc..
4. Assist in orientation events and assist students in individual orientation as needed
5. Assist in onboarding of administrative assistants, support staff, and select instructor functions (RedRover, PowerSchool, CASAS, etc.) across multiple adult education locations.
6. Assist in developing and facilitating professional development for office/clerical staff
7. Develop training materials as needed for clerical staff and usage of school applications
8. Develop systems and review processes to ensure comprehension and compliance of policies, procedures, and school applications as it pertains to office staff, communicate oversights to administrators in a timely manner
9. Anticipate external and internal communication mass messaging needs, including planned and unexpected closures impacting individual and/or multiple adult ed programming locations via Bright Arrow/Facebook/Website
10. Assist Community Outreach Coordinator with alignment of communications across multiple locations as needed, including Facebook content, website updates, etc.; assist outreach coordinator in responding to website/text inquiries from the public
11. Event planning for student field trips, graduation, and as needed
12. Establishes and maintains confidential files and organizational/departmental records in manual and computerized modes.
13. Initiates, responds to and routes telephone calls; screens and routes incoming mail, publications and other materials; initiates and responds to routine and non-routine inquiries; resolves problems and refers questions with policy and procedure implications to supervisor(s).
14. Performs basic purchasing/bookkeeping functions required in the position.

15. Records and maintains adult attendance enrolled in day school and adult education program; verifies student attendance with instructors.
16. Prepares weekly payroll worksheets for part-time employees and forwards them to Payroll Department.
17. Assists in setting up adult education program including enrollment, class schedules, teacher/student handbooks and Adult Education brochure; arranges for printing of same.
18. Arranges for substitute teachers; contacts students at times of class cancellations and/or make-ups.
19. Assist and maintain electronic files
20. Have a broad knowledge of Kent ISD policies and ability to answer them for staff and students
21. Other duties as assigned

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Bachelor's Degree in public administration or related field preferred, but not required. Minimum high school graduate, plus minimum five (5) years' experience as administrative assistant or related field, preferably in the educational environment.
2. Strong communication skills are necessary to work with the public in a courteous and cooperative manner. The Student Services Specialist will have extensive experience and a strong desire to work with diverse populations, including refugee populations, individuals whose first language is not English, individuals with special needs, and populations who may be identified as at risk. Bilingual (English/Spanish) preferred.
3. Ability to read, comprehend, and transmit complicated and detailed instructions in order to plan and perform job duties.
4. Ability and willingness to travel between adult education locations; some evening availability for events may be required
5. Broad knowledge of organizational operations and policy, and a high level of experience and technical skills.
6. Ability to meet deadlines, to concentrate and pay close attention to details; also ability to organize, prioritize and work independently and co-operatively as well as schedule and produce work in a timely manner.
7. High level of communication and interpersonal skills such as discretion, integrity and flexibility to interact effectively with administrators, peers, constituent districts, and the general public.
8. Ability to maintain flexible scheduling for workshops and conferences and to make related travel arrangements.
9. Demonstrated understanding of cross-cultural competencies.
10. The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.