

## Student Services Associate Job Description

The **Student Services Associate** may have duties related to student recruitment, registration, and retention, as well as data management. As one of the first points of contact for prospective and returning students, they are ambassadors of our school. They ensure students feel welcome and connect them with appropriate services, including Washington English Center and partner organization services. The Student Services Associate reports to the Director of Student Services and works closely with the Student Services and Community Outreach Managers.

**Hours:** Part-time evening from 5:30 PM - 9:30 PM Monday through Thursday. 16 total hours per week with an opportunity for more hours during our busiest periods.

**Compensation:** \$20 per hour

**Perk:** Free English Class

### **Job Duties:**

#### **Registration:**

- Register students (oversee placement tests, advise students on course selection, assist students with registration form, conduct daily financial transactions)
- Enter registration data into student database
- Facilitate scholarship process for eligible students

#### **Recruitment and Retention:**

- Respond to inquiries related to programs via email, phone, social media, and in-person
- Update promotional materials (website, social media, flyers, brochures, etc.)
- Coordinate, market, and publicize programs in English and other languages
  - Send promotional messaging to students
  - Help expand our list of community partners and send them promotional materials
  - Help to arrange free PSAs and paid advertisements
- Call previous-term students to encourage enrollment and record call data
- Follow up with students with extended absences and record call data

#### **Data Management and Reporting:**

- Assist in preparing student reports for internal use and for grant reporting
- Work with the student services manager to enter and manage student data in electronic and paper files
- Work with the student services manager to execute testing: identify and notify students needing tests, administer testing, and grade and input scores
- Work with the student services manager to follow up with certain students about employment status

#### **Student Services:**

- Assist in informing students about programs and activities via class announcements, email, social media, and in-person
- Assist in notifying students of class cancellations via the website, social media, and by changing the office voicemail
- Identify student candidates to feature in WEC publications

Other duties as assigned.



**Required Qualifications:**

- Strong organizational and interpersonal skills
- Computer skills: especially Google suite, social media and a willingness to learn WEC's student information system.

**Preferred Qualifications:**

- Fluency in Mandarin Chinese, Korean, Japanese or Vietnamese or Amharic strongly preferred
- Experience with immigration issues and/or a background in ESOL

**To apply:** Please send a resume and a cover letter to Renee McKie, Director of Student Services, at [rmckie@washingtonenglish.org](mailto:rmckie@washingtonenglish.org).

WEC is an equal opportunity employer. WEC does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or any other characteristic protected by law.

WEC requires that the holder of this position be fully vaccinated against COVID-19, as defined by the CDC and ordered by DC law. WEC will review requests for reasonable accommodation to this requirement based on the essential functions of the job. WEC reserves the right to request additional information or documentation before determining whether an accommodation can be provided.