Student Services Manager Job Description

The **Student Services Manager** is responsible for student payment and scholarship management, as well as WEC’s grant requirements for OSSE, the Office of the State Superintendent of Education. The Student Services Manager also works closely with students, providing support for registration, course selection, textbook, and other program-related questions, and sometimes provides support to volunteers. The Student Services Manager reports to the Associate Director of Students and Partnerships and provides support to that role.

This is a full-time, exempt position. The typical schedule is in-person, Monday-Thursday, with Friday remote. There are occasional weekend and evening hours, especially for community outreach events.

**Job Duties include but are not limited to the following:**

**Program Support:**

*Ensure consistent and supportive communication; assist with outreach and events.*

- Respond to students via email, phone, social media, WhatsApp, and in-person, particularly during fast-paced times directly before and after classes
- Assist students with registration process, including advising students on course selection, and answering questions about the registration form
- Assist with WEC events including student orientation, volunteer appreciation, community happy hours, and graduation
- Support outreach and retention efforts, including social media campaigns, and by acting as an ambassador at community hearings, events, festivals, and other appropriate venues
- Distribute paper and e-textbooks to students; answer student questions on the use of their e-books and MyEnglishLab, WEC’s online homework platform
- Identify partners that provide other immigrant support services, organize partner tabling events at WEC, and refer students to partner services
- General support of volunteer teachers as needed, including onboarding phone calls

**OSSE Grant Management**

*Ensure WEC fulfills its OSSE grant requirements.*

- Manage testing for the OSSE grant, identify and interview students needing tests, administer pre and post-testing, and grade and input scores into database; complete other follow-up with OSSE students
- Input and manage student data in databases, Google Forms, and Google Sheets; prepare data reports
- Attend OSSE meetings and trainings; stay up-to-date on latest news and requirements
- Follow up with OSSE students about employment status

**Payments and Scholarships Management:**

*Ensure that all enrolled students either pay or receive a scholarship and maintain related data.*

- Manage WEC’s scholarship process; review scholarship applications, maintain student records in Google Sheets, follow-up with students as needed
- Send regular payment reminder emails to students and keep payment information up-to-date in Google Sheets; call students with outstanding balances

**Professional Development:**

- Participate in professional development related to job functions
Other duties as assigned.

**Required Qualifications:**
- Strong computer skills, especially with Excel/Google Sheets and Google Drive
- Strong organizational skills and attention to detail
- Strong communication skills including in-person, email, and social media communications
- Strong interpersonal skills; ability to foster collaboration and collegiality with staff, volunteers and students
- Ability to work occasional evening and weekend hours
- Strong English language proficiency

**Preferred Qualifications:**
- Proficiency in another language in addition to English is strongly preferred
- Familiarity with CASAS testing, student testing, or LACES database management preferred
- Certificate or degree in education, TESOL, or related field is a plus

**Salary Range:** $52,000-$55,000

**Benefits:** WEC covers 70% of employee health and dental insurance premiums; employees also have the option to enroll in a SIMPLE IRA retirement plan with an employer match up to 3%

**Perks:** Free English group classes or one-on-one tutoring for the employee or one immediate family member each term; access to the gym facilities in the building

**Preferred Start Date:** January 2, 2024

**How to apply:**
Interested candidates should send their resume and cover letter addressed to the WEC Search Committee at hiring@washingtonenglish.org. Please include “Student Services Manager” in the email subject line. Review of applications will begin on Thursday, December 14.

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.