

Job Title: SPECIALIST, STUDENT SUPPORT
Reports to: Director of Early College High School
Dept./School: Early College High School
Wage/Hour Status: Non-exempt
Date Revised: October 15, 2018

Primary Purpose

The incumbent in this job is expected to assist Early College High School in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

Assists in the planning and implementation of a wide variety of activities, events, and programs to meet the diverse needs and interests of students, enhance their high school and collegiate experience outside the classroom, and promote a sense of community at Del Rio Early College High School.

QUALIFICATIONS

Education/Certification

High school diploma or GED/Associates degree or 60 hours of college course work, preferred
Minimum of 35 WPM typing

Special Knowledge/Skills:

A strong commitment to the mission of Del Rio Early College High School.
Demonstrates excellent communication, interpersonal and leadership skills; ability to work independently.
Demonstrates organizational skills in handling, directing, and prioritizing multiple and complex assignments.
Ability to establish and maintain positive and effective working relationships with students, employees and the public.
Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.
Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software.
Ability to perform and excel in a high-tech all-digital environment.

Experience

Experience in working effectively in a team environment with a customer service focus.
At least two (2) years of direct experience working with high school aged students.

MAJOR RESPONSIBILITIES AND DUTIES

General Duties

1. Assist with plans and implements a variety of activities and events for students and markets these activities to the school community.
2. Assist with organizing of all tests, progress reports, report cards, and transcript revisions.
3. Assist with ECHS recruitment, lottery, pre-registration, setting up student-parent conferences, parent meetings and summer bridge.
4. Assist in the creation and delivery of a first-year experience program that supports students' transition from high school to college and provides a foundation for academic success.
5. Assist with school-wide special events as assigned.
6. Assist with school-wide summer programs and student orientation activities.

7. Make home visits as needed.
8. Assist with preparation and production of new student orientation and high school commencement exercises.
9. Assist with production of all print and electronic marketing materials such as brochures, posters, flyers, television, radio, Internet and social media ads that are produced in-house.
10. Maintain accurate records of TSI results and reports to SWTJC in a timely manner.
11. Report to work punctually and follows a work schedule to keep up with the demands of the worksite.
12. Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
13. Complete duties and responsibilities in compliance with high school and college standards, policies and guidelines.
14. Use interpersonal skills and make sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
15. Promote positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
16. Exhibit punctuality and dependability in the workplace.
17. Perform other duties assigned by supervisor.
18. Maintain confidentiality of information.

WORKING CONDITIONS

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by: _____ **Date:** _____

Approved by: _____ **Date:** _____