



Literacy Council of Northern Virginia

Job Title: Student Services Coordinator
Hours: Full-time: 40 hours/week includes some weekend and evening hours
Reports to: Student Support Specialist Manager
Purpose: To advance the mission of the Literacy Council of Northern Virginia by organizing student records, coordinating Supplemental and Designated tutoring and assisting students and tutors.

Data Entry

- Enters student data into database including student-tutor matches and separations; runs quarterly report outcomes; reports baseline and post-testing outcomes, and other variables as assigned.
- Enters tutor data into database regarding student-tutor matches and separations; and volunteer hours and tasks.
- Files documents and communications pertaining to waiting tutors and waiting students.
- Scans or emails student information to new tutors.
- Runs data base reports regarding accuracy; completes missing information; corrects errors.
- Sends Quarterly Report reminders every three month and responds to tutors' concerns/needs.
- Saves Quarterly Reports for each designated tutor to the shared drive.
- Enters Quarterly Reports data into the database.
- Marks tutor match and end dates.
- Manage relationships and update the database in a timely manner.
- Collects and analyzes data and reports and gives suggestions based therein.

Designated Tutoring Program (DT)

- Answers the phone and refers callers to appropriate people and/or information.
- Answers calls about any DT matches and issues.
- Administers Designated tutoring including creating schedules, assigning tutors and providing support, tracking student hours and providing tutoring materials.
- Administers assessment tests to students on and off-site.
- Other administrative tasks as assigned.

Classroom Program – Supplemental Tutoring (ST)

- Administers Supplemental tutoring program including creating schedules, assigning tutors and providing support, tracks student and tutor hours and provides tutoring materials.
- Creates Supplemental Tutoring folders for each site.
- Checks in with ST participants weekly about their opinions and feedback about how program is going.
- Sends regular emails to thank tutors for their work.
- Substitutes for absent tutors as needed.



Supplemental Services

- Administers student support services.
- Schedules advisors and advising dates.

Other Duties

- Works registrations as assistant and tester each semester.
- Attends and participates in volunteer management meetings, department and staff meetings.
- Photocopies miscellaneous material for the program staff.
- Other duties as assigned.

Required Qualifications:

- Education: 2 to 4 year degree.
- Experience: two or more years of office experience preferred.
- Database experience.
- Computer proficiency, particularly with Microsoft Office Suite (especially Word and Excel) and Google docs and ability to perform accurate data entry.
- Detail-oriented.
- Excellent organizational skills.
- Self-starter; works well independently and as part of a team.
- Has a car to travel to other class sites on some evenings and very occasional weekends.

Preferred Qualifications

- Experience using Salesforce
- Proficiency in another language

LCNV provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.