



Idaho Digital Learning Alliance
P. O. Box 10017
Boise, ID 83707
208.342.0207
www.IdahoDigitalLearning.org

POSITION: STUDENT SERVICES SPECIALIST

The primary purpose of this position is to support the Student Services Team, which focuses on school and student support for IDLA's programs and services. The Specialist will provide excellent customer service for IDLA stakeholders which includes school district personnel, parents, students, and internal team members. The Specialist is highly adaptive to new technologies, very organized and detail oriented, and passionate about supporting students across the state. As a team member and team leader, the Specialist will provide support in various initiatives that support online learning. Developing resources and delivering assistance to local schools will enhance the role's responsibilities.

Position Responsibilities:

- Provide high-level, professional customer service to stakeholders.
- Collaborate with District Programs and Student Services on tasks, projects, and initiatives that provide opportunities for online learning.
- Establish and advance quality relationships via phone, email, and in-person contact to build rapport with various stakeholders.
- Provide leadership on IDLA projects for guidance and direction on areas of enhancement for district and student services.
- Frequently visit school districts in the region to provide support, training, and ongoing resources for implementation success.
- Work with districts to develop processes to support student data accuracy and state reporting.
- Maintain an understanding of current online education ideas, trends, and practices pertaining to the areas of responsibility for this position.
- Communicate information by request to IDLA stakeholders about courses offered, services, and procedures schools and students are required to follow in order to enroll.
- Interpret and support IDLA registration policies for local school personnel, instructors, and students, to aid in local school implementation and administration.
- Meet professional obligations through work habits such as meeting deadlines, applying strong teamwork mentality, and developing processes and resources for effective and efficient time management.
- Communicate effectively and positively over the phone and email, and in-person.
- Perform quality work and customer support in high-volume times throughout the year with accuracy, speed and ability to provide solutions in a timely manner.
- Coordinate and collaborate with other IDLA departments and staff on various projects, processes, and tasks that pertain to school, parent, and student supports.
- Review and advise on usability enhancements to the student information system.
- Support and assist the department's manager.
- Perform other related duties as assigned.

Minimum Qualifications:

- Knowledge/experience of school technology is desired such as student information systems and learning management systems;
- Strong customer care aptitude with excellent written and verbal communication skills;
- Ability to deliver information to a group in a presentation or training scenario;
- Ability to develop, plan and present professional development opportunities;
- Ability to organize time, projects and details;
- Ability to perform duties and responsibilities independently;
- High level of reliability and responsibility;
- Must be a self-starter with the ability to multi-task and meet defined deadlines;
- Must be flexible, committed, energetic, and receptive to change;
- Advanced experience in document processing, spreadsheets, and other office software
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time sensitive deadlines;
- Ability to easily adapt to and learn new technologies;
- Maintain important records efficiently and accurately;
- Maintain confidentiality of information processed or prepared;
- Ability to perform duties with awareness of all requirements and IDLA policies;
- Must possess positive, professional interpersonal skills;
- Ability to anticipate tasks and/or needs for upcoming functions, projects, and meetings.

Application:

Position is open until filled. Applications are available online at www.AppliTrack.com/idla/onlineapp
Documents required for a complete application include: Current resume, letter of introduction, and at least one recent letter of reference. Application materials will only be accepted through the online application. Questions about the application process can be emailed to hr@IdahoDigitalLearning.org.

Compensation:

This position is full time and year round with benefits that include medical insurance, PERSI retirement and paid leave. Salary is \$50,000.

This full time position will be located in the state of Idaho and outside of the Boise area in order to provide support to school districts in a regional area. The position will function from a home office location with a professional work environment. The position may require travel throughout the local region. The starting date for employment will be negotiated with the successful applicant.

Essential Physical Abilities For All Full Time Positions:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, view computer screens, and related information, and problem solve issues.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, operate and make adjustments to computer equipment, and operate a motor vehicle.

- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee to sit or stand for extended periods of time. Ability to move and perform functions that require bending, stooping, kneeling, crouching, reaching, and working in confined spaces.
- The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Idaho Digital Learning Academy is an Equal Opportunity Employer.