**Student Services Assistant – Work Trader Position**

**Purpose of Student Services Department**

SEI’s mission is to provide industry-leading technical training and expertise in renewable energy to empower people, communities, and businesses worldwide. Since 1991, SEI has trained over 60,000 from around the world, including through our Programa Hispano. The Student Services Department is responsible for providing personable and timely student services and advising to existing and future members of the SEI family. We strive to provide our students with the most comfortable entrance into and navigation through renewable energy training and to support their transition into employment through appropriate career development services and resources.

**Job Description**/**Purpose:** The purpose of this position is to assist the SEI Student Services Team and Director in their functions with our students. The ideal candidate for this position is fluent in both English and Spanish, and has excellent, accurate and efficient data processing skills to assist in serving our English and Spanish-speaking students.

This position is ideally 10 hours a week, spread throughout the week (time can be flexible) and can be based remotely, including internationally. Also this position ideally will be interested in trading their work valued at $15/hr towards SEI’s entire training program including labs and certificate programs (over $6000 value or more).

**General Student Services Tasks/Activities:**

* Enter simple book orders into the Oasis online ordering system
* Send general info responses in Emagister account.
* Send canned responses to general week old inquiries in general SEI email accounts both English and Spanish.
* Send follow up/reminder emails to students that have purchased the PV Associate Package, reminding them to register for the exam.
* Process basic online registrations and book orders. Identify more complex registrations and tag them for Student Services team follow up.
* Enter Solar Professional Certificate Program applications into database and action Student Services counselors to follow up.
* Respond to general incoming Facebook inquiries in both English and Spanish
* Send follow up invoices/emails on balances due for book orders
* Send follow up emails on unsigned Enrollment Agreements
* Identify all responses/emails requiring Student Counselor support and designate as such.
* Assist Student Services with basic miscellaneous processing tasks as assigned
* Assist with translations as needed.

**Qualifications:**

* Fluent in written and verbal English and Spanish
* Positive attitude, strong administrative and organizational skills, ability to prioritize, strong work ethic
* Team player with who can be flexible in a variety of situations and work remotely with the Student Services Team and Director
* Experience with emails, spreadsheets, database entry and management
* Strong communication skills, including written, phone and verbal skills
* Ability to handle multiple inquiries in both Spanish and English, including managing emails and others tasks, often under minimal supervision
* Creative, versatile and detailed oriented
* Candidate should possess an interest and commitment to the SEI mission
* Must have access to high speed internet and reliable computer