Student Services Specialist

Solar Energy International (SEI) is a 501(c)3 non-profit education organization with a mission to provide industry-leading technical training and expertise in renewable energy to empower people, communities and businesses worldwide. Founded in 1991, SEI has trained more than 80,000 people from around the world. As an organization, we are passionate about renewable energy and committed to offering the highest quality, unbiased renewable energy training.

Purpose of Student Services Department

Solar Energy International (SEI) empowers students, alumni, and partners to expand a diverse, inclusive, well-trained and educated solar electricity workforce. Our aim is to promote sustainable economic growth, mitigate climate change, and support energy independence.

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

This is a full-time position based out of our Paonia, CO office with the option to work remotely during the off-season. This position is the first point of contact for students, either in-person at our Paonia Campus, via phone, Skype, or email. The ideal candidate for this position will have excellent customer service skills to serve our students. The position must have wide knowledge of the organization, and our training program, and be a great team-player who communicates well. This position includes answering phones, advising students, registering students for training, online user administration, assisting with student services related tasks during on campus courses/labs, shipping, and maintaining student records within our database.

Supervisor: Director of Student Services

General Student Services Advising Tasks/Activities:

- Speak to students and disseminate accurate and timely information regarding the variety of programs offered by SEI. Demonstrate an in-depth knowledge of SEI's courses and Solar Professional Certificate Program, industry certifications, and career pathways within the industry.
• In addition to personal email accounts, manage incoming emails in general SEI, SEIOnline and Purchases email accounts. Respond to email messages according to established communication protocols.
• Answer the phone (personal line and shared queue line) in a timely and professional manner, returning messages. In addition to personal voicemail messages, check general voicemails and return messages.
• Process registrations and book orders in database using accurate data entry, information collection, and fee collection. Maintain records in the database, utilize actions, track outstanding balances, enter purchase orders and invoices for merchandise sales.
• Provide back-up support to the Data Processing Technician as needed with purchases emails, processing online registrations and orders, and student Moodle enrollments.

On Campus Course Tasks/Activities (some of the tasks below are seasonal)

• Classroom support to include: Set up and tear down the Paonia classroom, provide snacks and drinks, Work with Notebook Coordinator to secure finished notebooks for all in-person classes, print all student materials for classes, prepare class lists and attendance logs for students and Instructors, and place students in lab rotations based on their preference during lab classes.
• Update the student confirmation emails with relevant class and location information.
• Email students before the start of each training with class information.
• Maintain Paonia Resource Guide and Paonia Lodging List for students
• Send and review Liability and Health forms and communicate health issues to staff and Instructors.
• Review student evaluations and communicate accordingly to various departments throughout SEI
• Manage bike rentals
• Answer student questions related to Paonia
• Arrange transportation for students who need help (local rides)
• Arrange transportation shuttles for Spanish classes
• Keep students updated on social activities in the area throughout the week
• Administer NABCEP paper and pen exams through the training season. This includes preparing all necessary testing materials, administering the exam, and uploading students into NABCEP portal upon completion of exam.
• Print lab class Records of Completion and certificates for students graduating from the Solar Professionals Certificate Program.

Shipping Support:

• Shipping from the Paonia office, including merchandise sales, materials for classes, and all international shipping. This includes entering and tracking remote shipments and ordering stock for Paonia.
• Follow up on tracking and claims for lost shipment, verify incorrect/incomplete shipping addresses with the recipient.
- Ship all conference and workshop materials to arrive in a timely manner at the workshop location. Schedule UPS pick-up for the shipping to and from the training locations. (Note: materials and shipping dates will be provided by Lab Assistant and Workshop Coordinator)
- Track, enter and ship Amazon book orders.
- Research and implement international shipping options.
- Assist with printing and shipping of students’ Records of Completion (ROC).
- Miscellaneous tasks as assigned

Qualifications:
- Minimum of 2 years experience working in a Student Services environment, with students in an advising capacity, or comparable customer service experience.
- 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 colleagues
- Experience with MS Office, Learning management systems (LMS), database entry and management
- Strong communication skills, including written, phone and verbal skills; ability to work with people from diverse backgrounds
- Ability to handle multiple forms of inquiries; including managing daily phone calls, emails, and others tasks, often under minimal supervision
- Creative, versatile and detailed oriented
- Candidate should possess an interest and commitment to the SEI mission
- Bilingual English/Spanish a plus

Salary and benefits:
Salary $20 per hour. This is a full time 40 hours per week position. Additional benefits include health insurance stipend, paid time-off, and a retirement package.

Solar Energy International is committed to creating a thriving and equitable workplace where each staff member and instructor is valued for their unique contributions. We are invested in creating inclusive learning environments which foster curiosity and success for every student of various backgrounds, identities, and abilities. We celebrate our differences as they make us stronger in the quest for a world fueled by clean energy.

Solar Energy International is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

To Apply:
Applications due March 18, 2022. To apply, please submit a cover letter, resume, and three professional references in one combined PDF to jobs@solarenergy.org.