



Venture

Student Services Rep - Job Description

Position Classification:	Student Services Representative	Supervisor:	Lower School Principal
Hours:	7:30 a.m.–4 p.m.		
Type:	At-will, non-exempt, hourly		
Prepared By:	Venture Academy		
Mission Statement: Venture Academy is a private school serving grades Kindergarten through Grade 5 in the Chippewa Valley of Wisconsin. Empowering Christ-centered leaders, designers, and innovators for a world we can't yet imagine.			
Job Description			
Summary Performs various administrative tasks at Venture by performing the following duties and responsibilities.			
Essential Duties and Responsibilities include the following. Other duties may be assigned.			
<ul style="list-style-type: none">• Compiles, records, and distributes student attendance reports• Advises attendance procedures in accordance to required records• Track and determine perfect attendance• Track advanced absence requests and communicates dates to principal and teachers• Orders gifts/flowers at the request of the head of school or principal• Admits and greets visitors to school, determines nature of business, and directs visitors to destination using established security procedures• Deliver items dropped off by guests or parents to appropriate party			

- Talks with student encountering problem and resolves problem or directs student to another staff member
- Ability to manage a multiline telephone system to provide information, take messages, or transfer calls
- Updates the main school voicemail greeting for holidays, summer hours, emergency school closing, etc.
- Monitor the school's information request email and send inquiries to appropriate personnel
- Orders supplies for student services office
- Accepts funds for student activities, etc.
- Maintains calendar of school events for answering inquiries
- Collect, distribute, and manages lost and found
- Perform specific duties for lockdown, fire, and severe weather evacuation drills
- Communicates with security in regard to secure entrances into Venture, security cameras, and special event schedules
- Review custody court orders, orders of protection, etc. with the principal and head of school.
- Possess a working understanding of unacceptable family visits during school, on school property, or information allowed to be shared i.e. student confidentiality etc.
- Be aware of happenings in and around building reporting any strange or suspicious activity to security
- Update and maintain manuals for student services
- Meet with lower school administration to review attendance, as needed
- Maintain Crisis Management Book as updates are provided
- Receive district bus rider registration and distribute to the administrative assistant
- Manage copier, ensure paper is stocked, change / order toner, as needed
- Track class locations if other than classroom, i.e. outside or different classroom
- Updates family and student demographics in database and communicates changes to necessary parties
- Mentor student intern(s) on exceptional customer service and train to assist in the student services office

Supervisory Responsibilities

Supervises and provides direction for student intern(s).

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Spiritual

- Authentic Christ-followers who are spirit-led, displaying a genuine interest in pursuing spiritual growth
- Accomplished learners who are intelligent, wise, and discerning, being ever mindful of the Christian worldview
- Believers possessing self-awareness and integrity, willing to serve as role models seeking to live an abundant life of faith and love in the world without belonging to it

Professional

- Passionate and enthusiastic about Christian education, professional expertise, and personal scholarship, as well as about the Venture Academy community as a whole
- Intentional about their quest for excellence as well as for continuous improvement in all things, (and supportive of high, but not necessarily uniform, standards of performance appropriate to roles of peers, coaches, staff, administrators, and students)
- Highly responsive to students and parents in order to promote the individual growth and healthy development of all students as unique physical, intellectual, spiritual, emotional, and relational beings

Personal

- Hopeful, optimistic, and graceful in their relationships and interactions with peers, colleagues, students, and families
- Supportive, nurturing, mentoring, consistent, and empathetic mindset with respect to their professional and student relationships
- Effective and clear communicator as well as active listener
- Servant leader in heart and attitude

Other

Demonstrates attention to detail; Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Communicates changes and progress; Manages difficult customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments; Maintains confidentiality; Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Writes clearly

and informatively; Edits work for spelling and grammar; Contributes to building a positive corporate spirit; Supports everyone's efforts to succeed; Exhibits confidence in self and others; Accepts feedback from others; Makes self available to staff; Demonstrates accuracy and thoroughness; Understands business implications of decisions.

Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment; Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Demonstrates persistence and overcomes obstacles; Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Organizes or schedules volunteers, subs, or student aides and their tasks; Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibility for own actions; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly; Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events; Is consistently at work and on time; Ensures work responsibilities are covered when absent; Asks for and offers help when needed; and Generates suggestions for improving work.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to define and solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written or oral form. Ability to collect data, establish facts and draw valid conclusions.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Order processing systems; Spreadsheet software and Word Processing software.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms, talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to cold temperatures. The noise level in the work environment is usually moderate but can vacillate too loud on occasion.

**Adapted with permission from our friends at [Maranatha Christian Academy](#)*