



Idaho Digital Learning Alliance  
P. O. Box 10017  
Boise, ID 83707  
208.342.0207  
[www.IdahoDigitalLearning.org](http://www.IdahoDigitalLearning.org)

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## **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.
- 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, 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 support.
- 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 work independently with minimal supervision;
- 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. Apply online at [AppliTrack](#). The required documents are a current resume and a letter of introduction. Only online applications are accepted. For application process questions, email [hr@idla.org](mailto:hr@idla.org).

**Compensation:**

- Salary: \$51,870 - \$57,330, dependent on education and experience.
- Includes health insurance, PERSI benefits, and paid leave.
- Necessary computer equipment.

**Work Environment:**

- Remote work in an online environment.
- Employee is responsible for obtaining high-speed internet to allow them to communicate effectively.
- Participation in bi-annual in-person IDLA events is required. Occasional meetings at the office may also be required.

**Employment Policy:**

- No concurrent employment during working hours without prior approval.
- Must focus solely on IDLA duties during working hours.
- Adherence to current employer policies on equipment use, work schedule, and resources.

**Physical and Mental Requirements:**

- Ability to communicate effectively, see and comprehend written instructions, and operate office and computer equipment.
- Must be able to sit or stand for extended periods and perform physical tasks such as bending and reaching.

- Reasonable accommodations will be made for individuals with disabilities.

**Equal Employment Opportunity (EEO) Statement:**

IDLA is an Equal Opportunity Employer, committed to providing equal employment opportunities without discrimination based on veteran status, disabilities, race, color, religion, political affiliation, sex, national origin, genetics, or other protected statuses. Reasonable accommodations are available upon request. Contact (208) 342-0207 (TTY/TTD: 711) or HR@IDLA.org for accommodations. Preference may be given to qualified veterans.

**Preference for Applicants:**

Preference will be given to applicants who live in or around the Treasure Valley (unless a region is identified in the job description), followed by those within the state of Idaho. Out-of-state applicants will be considered if no suitable in-state candidates apply.

**At-Will Employment:**

Employment with IDLA is at-will, meaning the employer or employee can terminate the employment relationship at any time, with or without cause or notice.