



Job Description

- Job Title:** Program Support Specialist, Education and Student Services (hourly, part-time)
- Supervisor:** Senior Director, Education Services or as assigned
- About NESC:** Established in Minnesota Statute 123A.21, the Northeast Service Cooperative helps build, sustain and recreate rural infrastructure and enterprise in education, technology, health care and economic development. Winner of several national awards for innovation, NESC serves and supports 108 member schools, colleges, cities, counties, state agencies, service agencies, health care providers, regional consortia and others. An independent, regional, public initiative, NESC often develops and delivers its services through collaboration between and among boards, staffs, members and colleagues as well as public and private partners.
- Summary:** Under general supervision, assists with program development and support of NESC student services including MSC Online, Knowledge Bowl and Spelling Bee as well as related programs and services. Supports the Senior Director, Education Services, as requested for additional areas of program development and support.

Duties and Responsibilities:

- Performs within the parameters set by board authority including agency mission, policies, planning, budgets, and executive management.
- Reports directly to the Senior Director, Education Services with administrative job duties that include service and support in Education, student services and MSC Online.
- Works alongside the Coordinator, Education and Student Services, both under the direction of the Senior Director.
- Coordinates academic programs and services including Knowledge Bowl, Spelling Bee, Math Masters and all similar student academic programs and services. Explores new offerings.
- Coordinates service and support (scheduling, arrangements, training, events) for Education Services grant, MDE, and other partner and agency services and activity.
- Assists MSC Online periodically with an emphasis in databases and technology support.
- Communicates regularly with a variety of local, regional, state, and national members, constituencies, and business partners, including promotion and marketing.
- Accesses, updates, and utilizes program portals, platforms, software, and website in coordinating and delivering programs and services.
- Assists the Senior Director as requested.
- Provides general assistance to the agency as requested.
- Performs other duties as requested, required, and/or assigned.

Other Considerations:

- On-site office based. Works flexible hours within agency policy and guidelines. Occasional travel.
- Commitment to on-the-job training in custom software and network applications and/or procedures.

Qualifications:

- High school graduate or equivalent; post-secondary education or training preferred.
- Experience in the service sector employment, public or private, such as education, health care, hospitality, food service, financial services or related.
- Experience with software applications and enterprise solutions including databases and web-based service platforms in addition to Microsoft Word, Excel.
- Demonstrated computer, mathematical, organizational and communication skills.
- Demonstrated ability to serve and work with customers (“members”), co-workers, and partners.
- Access to personal or public transportation available for business-related travel and use.

Compensation:

Competitive hourly wages, flexible work schedules

Note: Elements in this job description may be adapted as deliverables for an independent contractor supporting NESC in a similar role