

**TAP Support Specialist**

The TAP Support Specialist is responsible for providing educational and technology support to instructors and students, conducting intake and placement interviews, making appropriate referrals, and performing a range of administrative duties.

**Instructor & Student Education and Technology Support**

* Supports learners and instructors remote and on-ground. Prepares classrooms and technology labs for instruction each day, ensuring all equipment is in working order. Organizes and makes sure all materials are put away at the end of class. Circulates throughout the classroom to promote and maintain learner engagement.
* Provides instruction and coaching on use of learning software and devices.
* Researches and identifies community and educational resources to enhance student development and to help them overcome barriers to education.

**Information & Referral**

* Fields client/student inquiries, accurately recording specific details to ensure access to appropriate program enrollment opportunities.
* Contacts prospective clients/students directly in response to their phone/text/email. Evaluates and identifies the specific type of assistance needed. Provides referrals to appropriate services (internal and/or external) ensuring that clients’ presenting inquiries align with agency/department scope of services. Follows up to determine if clients/students were able to connect with the recommended service referral.
* Determine whether referral to additional supportive services is necessary. If a student is eligible for Citizenship: provides information on the benefits of citizenship and offers support with the application process – document collection, making copies, etc.

**Intake, Placement, & Retention**

* Conducts initial intake. Administers, proctors, and scores student assessments and tests. Registers students for class and online educational and career development software, including CTHires and Northstar Digital Literacy.
* Provides instruction and coaching on use of software. Determines whether students have a library card and assists them in obtaining one. Gathers, monitors and records daily class attendance. Follows up by contacting absent students, determines the cause and encourages them to return to class when feasible.
* Collects, tabulates and enters student data into databases (attendance, test scores, absenteeism, citizenship status, etc.) and generates daily, weekly, and monthly reports including student learning gains and accomplishments/outcomes.

**Community Outreach & Recruitment**

* Assists with the implementation of outreach strategies that result in increased student participation, including the distribution of flyers, conducting public presentations, community table talks and poster sessions. Perform other duties as assigned.

**QUALIFICATIONS:**

* Bachelor degree required.
* Minimum of 1 year of customer service experience required, 2-3 years preferred.
* Ability to speak, read, and write in Spanish
* Strong technology skills (software and hardware) and ability to orient customers in the use of devices and online resources
* Excellent interpersonal, written, and oral communication skills
* Proficient in the use of Microsoft office products and online databases
* Ability to manage projects and work both independently and collaboratively
* Ability to effectively work with diverse students, faculty, staff, and community users

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **TAP Support Specialist**

in the subject line of your email.

**Hartford Public Library is an Equal Opportunity Employer**.