

# **SCHOOL DISTRICT OF ST. JOHNS COUNTY**

## **VIRTUAL ASSISTANT**

### **JOB DESCRIPTION**

#### **QUALIFICATIONS:**

- 1) An Associate's Degree or higher OR have completed sixty (60) college semester hours at an accredited institution of higher education OR receiving the District approved score on the District approved Assessment and a High School Diploma or General Education Development certificate (GED).
- 2) Documentation of prior classroom support experience preferred (ie. substitute, paraprofessional, etc.)

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- 3) Demonstrated ability to interact and work well with students.
- 4) Ability to work harmoniously and collaboratively with school based personnel and district personnel on professional, technical, and general areas of Student Education.
- 5) Effective oral and written communications skills.
- 6) Ability to plan, organize and prioritize activities.
- 7) Operational knowledge of Internet and Web-related technologies.
- 8) Knowledge of curriculum and instructional best practices for online learning.

#### **REPORTS TO:**

Principal or designee

#### **JOB GOAL**

To provide an educational atmosphere where students have the opportunity to fulfill their potential for intellectual, emotional, physical, and social growth. This employee is responsible for organizing and facilitating a positive learning environment that contributes to the academic success of each student enrolled in an online instructional program. Each employee of the St. Johns County School Board will model the six pillars (as defined by Character Counts!) of the character education program.

#### **SUPERVISES:**

N/A

#### **PERFORMANCE RESPONSIBILITIES:**

##### **Curriculum, Instruction and Assessment**

- \*(1) Understand the SJVS/FLVS/PLATO processes and policies.
- \*(2) Be an advocate for student success in the online working environment.
- \*(3) Serve as a school liaison to St. Johns Virtual School(SJVS)/Florida Virtual School(FLVS)/PLATO
- \*(4) Assist student with the registration process including counselor approvals.
- \*(5) Understand that registration is not complete without guidance counselor approval.

- \*(6) Assist students with the process for submitting assignments.
- \*(7) Maintain effective and efficient recordkeeping procedures.
- \*(8) Assist students in being organized and collecting information essential to success (pace charts, teacher contact information, quality work, etc.).
- \*(9) Meet professional obligations through efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner.
- \*(10) Assist in the administration of required assessments, in both physical and online settings, as assigned by the principal or designee.

### **Managing the Learning Environment**

- \*(11) Take daily attendance.
- \*(12) Actively monitor students to ensure they are working on their online courses and staying on pace.
- \*(13) Foster positive and encouraging relationships with students, creating a learning environment in which students are motivated to succeed
- \*(14) Enforce St. Johns Virtual School Academic Integrity policies consistently by reporting to SJVS/FLVS/PLATO instructor as necessary.
- \*(15) Inform parents/guardians that Guardian Accounts are available; they must register on [www.FLVS.net](http://www.FLVS.net).
- \*(16) Keep student passwords and usernames in a secure location, carefully protected from access by others.
- \*(17) Assist students in using the help sessions, review lessons, exam prep, and calling teachers for help with course content.
- \*(18) May be required to deliver services in a SJCSD physical or remote setting, in a blended or fully virtual environment, full or partial day, as assigned. Some school based site travel may be required.

### **Communication:**

- \*(19) Facilitate student communication with SJVS/FLVS/PLATO managers.
- \*(20) Communicate to SJVS/FLVS/PLATO problems such as prolonged course placement (pending longer than two weeks) or dropped courses.
- \*(21) Notify FLVS Technical Support of technical issues including but not limited to: system malfunctions, blocked access to courses, broken links, etc. (866-322-8324).
- \*(22) Notify school tech of needs for assistance within the lab, including but not limited to; internet interruptions, machine malfunctions, blocked websites, missing/required downloads, etc.
- \*(23) Assist students with the scheduling process for Discussion Based Assessments (DBA's) and follow up to ensure completion.
- \*(24) Contact parents and issue monthly progress reports for struggling students. More frequent progress reports should be done at facilitator's discretion.
- \*(25) Demonstrate effective communication skills and tools matched to the needs of various audiences and purposes.
- \*(26) Establish and maintain cooperative working relationships with students, parents, schools and colleagues.
- \*(27) Clearly articulate deadlines, schedules and procedures to students and parents to ensure that students complete coursework in a timely manner.

- \*(28) Collaborate with other instructors or guidance counselors, either brick and mortar or virtual, to monitor student progress more effectively.
- \*(29) Alert principal or designee when a student, parent or guidance counselor fails to respond to attempts to communicate.

### **Technology**

- \*(30) Use a variety of programs and software applications, as appropriate, to complete instructional and administrative tasks.
- \*(31) Check equipment daily and report any issues in the lab to your school technology contact.
- \*(32) Assist students and parents with technical support requests related to the course interface and student information systems.
- \*(33) Escalate requests for technical support in a timely manner.

### **Reporting**

- \*(34) Ensure that all assigned students have accurate, up-to-date records in both the learning management system and student information system.
- \*(35) Evaluate student performance on a regular basis and provide feedback to students and parents.
- \*(36) Maintain records of parent and student contact.
- \*(37) Refer students who are not complying with course or program policies to the principal or designee for necessary interventions.
- \*(38) Report all instances of academic integrity violations to principal or designee for appropriate resolution.
- \*(39) Monitor student enrollment ensuring timely activation of new students and withdrawal of students who fail to meet learning commitment within the necessary grace period.

### **Professional Development**

- \*(40) Participate in staff induction training as scheduled by principal or designee.
- \*(41) Attend all meetings and training sessions required by principal or designee.
- \*(42) Assist with school-wide data analysis.
- \*(43) Demonstrate continued professional growth through self-directed, as well as defined professional development opportunities, which may include additional training, professional learning communities, outside research and reading professional literature.

### **Expectations of All Employees**

- \*(44) Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons, using tact and good judgment.
- \*(45) Follow attendance, punctuality and other qualities of an appropriate work ethic.
- \*(46) Ensure adherence to good safety standards.
- \*(47) Maintain confidentiality regarding school/workplace matters.
- \*(48) Model and maintain high ethical standards.
- \*(49) Maintain expertise in assigned area to fulfill position goals and objectives.
- \*(50) Demonstrate initiative in the performance of assigned responsibilities.
- \*(51) Each employee of the St. Johns County School Board will model the six pillars (as defined by Character Counts!) of the character education program.

### **Professional Responsibilities**

- \*(52) Act in a professional and ethical manner and adhere at all times to The Code of Ethics and Principles of Professional Conduct of the Education Profession in Florida.
- \*(53) Maintain confidentiality of student and other professional information.
- \*(54) Comply with policies, procedures and programs.
- \*(55) Exercise appropriate professional judgment.

Virtual  
Assistant

- \*(56) Support school improvement initiatives.
- \*(57) Perform other tasks consistent with the goals and objectives of this position.

\*Essential Performance Responsibilities

**PHYSICAL REQUIREMENTS:**

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the district's approved compensation plan.  
Length of the work year and hours of employment shall be those established by the district.

**EVALUATION:**

Performance of this job will be evaluated annually in accordance with provisions of the Board's policy on evaluation of personnel.

**POSITION CODE:** 51078

**BOARD APPROVED:** Board Approved May 2013.