NEW ENGLAND INNOVATION ACADEMY

Job Description

Job Title:	Student Success Administrative Assistant
Department:	Student Success
Reports To:	Dean of Student Success
FLSA Status	Non-Exempt
Date Prepared:	November 2026

Position Summary

New England Innovation Academy, a private middle and high school in Marlborough, MA, is looking for an energetic, technology-fluent, and service-oriented professional to join the Student Success team. The Student Success Administrative Assistant is the organizational backbone of the Student Success Team, handling attendance, communications, college counseling logistics and event coordination so that advisors and counselors can focus on students. The ideal candidate thrives in routine and doing tasks well.

This is a fast-moving, people-facing role at the center of school life. On any given day you might arrange sub coverage before the first period, publish What's Up NEIA, greet a visiting college representative and help plan a field trip.

We're looking for someone who sees what's coming before it arrives, stays calm when plans change, and enjoys finding smarter ways to work, including with AI and creative technology tools. Experience in a school is welcome but not required; the right mindset matters more.

This is an on site position. The schedule for this role is Monday–Friday, 7:15 a.m.–3:15 p.m., following the school calendar; occasional evening events or test-day mornings with advance notice. This position is an academic year (10 months), full time, benefits eligible position.

NEIA employees are expected to embody NEIA's principles of empathy, equity, personalization, authentic work, and collaboration in all work activities and actions.

Essential Duties and Responsibilities include, but are not limited to, the following:

Daily operations

- Manage daily student attendance: record absences and tardies, follow up with families, and flag patterns to the Student Success Team.

- Coordinate daily substitute coverage for absent faculty and communicate assignments clearly and early.
- Produce and send the daily "What's Up" school email and update the campus display screens.
- Support Student Success Team members with administrative work: slideshows, parent communications, meeting agendas, notes and follow-ups.
- Manage the school calendar, ensuring the proper constituents are informed and supported.

College counseling support

- Schedule, welcome and host visiting college representatives; manage the visit calendar and student sign-ups.
- Send reminders to teacher recommenders and track recommendation deadlines.
- Handle general college counseling tech and admin work, such as data entry and platform upkeep (e.g., Naviance, Scoir or similar).
- Coordinate on campus PSAT/SAT logistics twice per year: room reservations, proctors, materials and test-day setup.
- Coordinate AP Exam logistics: rooms reservations, proctors, materials and test-day setup.

Events and logistics

- Manage logistics for Student Success Team events and field trips, including transportation, permission forms, rosters, purchasing and vendor arrangements.

Budget and operations

- Submit budget requests, purchase orders and invoices for the Student Success Team, and track spending against budget.

Team and cross-office support

- Serve as the conduit between Admissions and Student Success, ensuring that the student experiences a seamless transition from “newly enrolled” status to “current student” status.
- In partnership with the finance team, manage the process for ad hoc payments for auxiliary programs, ensuring families have paid for additional services that students participate in.
- Anticipate needs, build systems and solve problems before they land on someone's desk.
- Find and introduce tools, templates and AI-enabled workflows that save the team time.
- Other duties as assigned.

Supervisory Responsibilities: The Student Success Administrative Assistant does not supervise other employees at NEIA.

Salary Range: The pay range for this position is $25 - $30 per hour on an academic year full time basis.

Education and/or Experience:

- 2+ years of administrative, operations, coordination or similar experience.
- Experience with a school information system (e.g., Blackbaud) or college counseling platform is highly preferred but not required.
- Proficiency with Google Suite or MS Office Suite (email, calendars, docs, spreadsheets, slides) and willingness to learn new software is essential.
- Hands-on experience with AI tools (e.g., ChatGPT, Claude, Gemini) to draft, summarize, organize and automate work.
- Comfort with creative technology such as Canva or similar tools for slideshows, screens and newsletters.
- Event or travel logistics experience preferred.
- Basic budgeting, purchasing or invoice processing experience is a plus.

Qualifications:

- Strong organizational skills and the ability to juggle multiple priorities on a tight daily timeline.
- Clear, warm and professional written and verbal communication with a diverse population of stakeholders.
- Discretion with confidential student and family information.
- Calm, kind and clear demeanor.
- Dependable and reliable.
- Attention to detail while working on multiple tasks at once.
- Willingness to be flexible and adapt as needed.

Physical Requirements

An employee must meet the physical demands described here to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Stand/sit for long periods.
- Bend, lift, push, kneel, crouch, crawl, stoop.
- Occasionally moves small/medium sized items that may weigh up to 25 pounds.
- Capable of moving around the campus.
- Capable of adapting to frequent changes in position throughout the workday.
- Hearing and speaking to understand and exchange information in person or on the telephone.
- Speak clearly so listeners understand.
- Physical ability to move equipment up to 25 lbs.
- Use hands and fingers for manipulation, educational tools, play equipment, keyboarding, first aid, and CPR performance.
- Specific vision abilities required include close vision, distance vision, color vision, and depth perception.

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Nothing in this job description restricts NEIA's right to assign or reassign duties and responsibilities to this position at any time.

Interested candidates are asked to send a cover letter and resume to careers@neiacademy.org with the subject: Student Success Administrative Assistant

We are unable to respond to phone or email inquiries. To learn more about New England Innovation Academy, please visit our website: https://neiacademy.org/