

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: STUDENT SERVICES SPECIALIST

BASIC FUNCTION:

Under the supervision of an assigned director, performs a wide variety of journey-level professional administrative work in areas such as planning, budgeting, purchasing, data management, and research and technical support functions for student programs operated by the Santa Clara County Office of Education.

The Student Services Specialist functions as a lead to School Office Coordinators and administrative/ clerical staff, providing direction and training and computer software support to a cluster of student/instructional program sites and has responsibility for the development and maintenance of data collection, special projects, reporting systems, department procedures, and information systems and software related to student programs; serves as a resource to other County office departments and public and community service agencies. Use of initiative, organizational and problem solving skills, and independent judgment in the process of routine and complex administrative details is necessary.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Performs a wide variety of journey-level professional administrative work that includes planning, purchasing, data auditing, research, data analysis and technical support functions.

Provides technical support to program staff and participating programs in processing data, interpreting regulations and procedures, and using student systems, databases, peripherals equipment, and/or networks.

Prepares, composes and develops reports, graphs, charts, and correspondence relating to assigned duties; monitors state-required monthly reports and arranges and collects data for reports.

Trains School Office Coordinators on the coordination of the day to day operations of the school office.

Remains abreast of new or revised state and/or federal regulations affecting student programs, procedures, and computer information systems.

Identifies and advises the responsible program administrator(s) of unmet department needs or compliance issues; researches and evaluates legal issues; recommends procedures to correct deficiencies.

Plans, organizes and participates in the development of new or improved information system capabilities; designs system modifications; and tests and evaluates new or modified system features.

Develops and implements short and long term procedures, plans, forms and reporting systems.

Receives, processes, facilitates, and disseminates student/instructional program information between the school office, school districts, public, and community agencies, parents, staff, and students; maintains the confidentiality of sensitive information; ensures timely responses as necessary.

Provides support to School Office Coordinators in the use of computer and software systems used by the Student Services Branch.

Provides training, guidance and assistance to staff, such as School Office Coordinators in WebIEP, MIS and other programs as necessary; serves as a resource to principals and managers regarding monthly reporting.

Assists in the preparation of program manual, documents and related forms.

Establishes and maintains filing systems, documentation, records, and logs relating to student enrollment services, system use, student attendance and other assigned functions.

Assists in the preparation of the annual budget; establishes open accounts, prepares purchase requisitions, orders equipment, warehouse and other supplies.

Monitors, records, and maintains budgets such as Title I and Title III, account balances and expenditures; resolves invoice discrepancies; initiates, prepares, and submits budget revisions and corrections.

Coordinates meeting setup, records minutes and provides support to Director with County-wide transportation meetings.

Receives and reviews financial reports and informs the administration of budget status, accounting procedures, and other matters.

Maintains, receives, responds to and troubleshoots requests regarding electronic student attendance, enrollment/withdrawal, A.D.A., and test score programs.

Responds to administrative, program, and other related inquiries in accordance with assigned functions.

Uses a variety of accounting, word-processing, graphic/presentation, spreadsheet, and database software application programs and student program specific information system(s).

Types, develops, and prepares a variety of correspondence, reports, graphs, charts, memorandums, forms, evaluations, newsletters, requisitions, and purchase orders.

Enters and edits accounting, purchasing, and student data into automated systems; generates and reviews reports, including those required by California Department of Education; monitors program data and ensures data collection and reporting procedures meet mandated regulations; ensures the accuracy and content of data and reports; identifies and corrects discrepancies; confers with technical and programming staff regarding system modifications and information needs.

May represent the County Office of Education and the student/instructional program, and/or site on various committees; participates in the development of school site improvement plans.

OTHER DUTIES:

Performs all other related duties as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Advanced knowledge of Special Education or Alternative Education student databases.

Effective office principles, procedures, and practices including indexing, filing systems and maintenance, telephone techniques, and report writing.

Principles of leadership, training, and customer service.

Principles, procedures, and practices of information systems and data collection.

Basic financial record-keeping, budgeting, accounting, and mathematics.

Standard office equipment, including a personal computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.

Computer office software application programs used for accounting, word-processing, and databases, presentations and spreadsheet database tools and SQL queries as well as system purposes and specialized computer software programs used by the department.

Modern office procedures and practices, including record-keeping and filing methods.

Data collection instruments related to student information programs.

Applicable state and federal laws, rules, and regulations.

Student/instructional program practices and methods preferred.

Proper English usage, grammar, spelling, vocabulary, sentence structure, and punctuation

ABILITY TO:

Perform technical duties related to the development, operations, and maintenance of information systems.

Gather, organize, analyze and understand complex data.

Perform research and statistical tasks.

Follow and understand oral and written instructions without immediate supervision.

Interpret and apply applicable state and federal laws, rules, regulations, procedures, policies and regulations governing county office student programs.

Use discretion in organizing activities and setting priorities to meet established deadlines.

Establish and maintain a variety of filing systems for students, staff, and the assigned student/instructional program; prepare and design filing systems and comprehensive reports of a technical nature.

Assist, monitor, record, maintain and prepare budgets and review related financial reports.

Perform a variety of administrative/clerical support work with speed and accuracy.

Display information and data in the most meaningful manner.

Type and prepare a variety of correspondence, memorandums, forms, and concise reports.

Develop, analyze, recommend and/or revise forms, complex procedures and operations, materials and system specifications to ensure program compliance and/or optimal efficiency, and formulate conclusions.

Operate standard office equipment, including a desktop computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.

Effectively use word processing, database, presentation, spreadsheet, and financial software programs, including student on-line systems.

Organize and perform work independently.

Communicate effectively, in both, orally and in writing.

Type at an acceptable rate of speed.

Serve as a resource; motivate, lead, guide and train School Office Coordinators and administrative assistants/clerical personnel.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Completion of computer office administrative/clerical certificate and at least four years of administrative support experience in an educational environment, including two years of experience as a School Office Coordinator with the Santa Clara County Office of Education or equivalent.

LICENSES AND OTHER REQUIREMENTS:

May require possession of a valid Class C California Driver's License and a driving record which meets the County Office of Education's insurance requirement.

WORKING CONDITIONS:

ENVIRONMENT:

Incumbents will work indoors in an office environment and will be required to be in direct contact with a variety of individuals including, but not limited to, County Office of Education staff, school district staff, parents, students with special needs, students in community schools and in court supervised institutions and adult students. Incumbents will be required to drive from the school to the central County office and to other cluster sites/classrooms as needed.

PHYSICAL DEMANDS:

Standing and sitting for extended periods of time.

Walking short distances on a regular basis.

Dexterity of hands and fingers to operate computer keyboard and other office equipment.

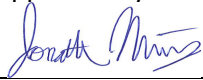
Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.

Seeing to read fine print.

Hearing and understanding voices over the telephone and in person.

Moving and transporting office materials and lifting light objects.

Approved by the Personnel Commission: September 9, 2015; Revised November 8, 2017



11/08/17

Jonathan Muñoz
Interim Director – HR/Classified Personnel
Services

Date