

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: STUDENT SUPPORT CENTER ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a wide variety of secretarial duties. Greet and assist students, families, staff, and visitors. Assist Student Support Center staff with contacting students/parents/legal guardians, reviewing student grades, reviewing attendance, behavior, promotion, and graduation requirements.

ESSENTIAL FUNCTIONS:

Perform a wide variety of secretarial duties; assist in assuring delivery of various services to students and families; assist in creating a healthy and helpful environment; assure smooth and efficient office operations.

Assist students/parents/legal guardian with the completion of forms, applications and documentation; verify accuracy and completion of forms; meet with students and families as necessary.

Assist with reviewing student grades, attendance, behavior, promotion, and graduation requirements; compile information and prepare reports as directed; monitor and track transportation assistance services; coordinate, monitor, and track mileage reimbursement process; reconcile individual families' mileage reimbursement.

Intervene with students and families in challenging situations in accordance with established procedures; maintain confidentiality of sensitive and privileged information.

Attend a variety of meetings, conferences and workshops; share information and best practices; drive a vehicle to various sites to conduct work as necessary.

Answer telephones, greet and assist visitors; provide students, families, district personnel and outside agencies with information and materials; refer callers and visitors to appropriate staff members for assistance.

Type a variety of materials including forms, letters and referrals; input data into computerized student information system; extract data for records and reports as necessary; duplicate materials; establish and maintain office files.

Operate a variety of office equipment including a computer and assigned software.

Once eligibility is established for student support programs and other special programs, assist students/families/legal guardian as needed; maintain related records.

Confer with administrators, Student Support Center staff, school site staff, faculty, and parents to deliver supplies to student and families as needed.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping techniques.
Basic report preparation methods.
Telephone techniques and etiquette.
Basic public speaking techniques.

ABILITY TO:

Perform a wide variety of secretarial duties.
Learn Student Support Center objectives and goals.
Answer telephones and greet the public courteously.
Establish and maintain a variety of records and files.
Compile and verify data and prepare reports.
Understand and relate to students with special needs and of diverse backgrounds.
Communicate effectively both orally and in writing.
Maintain confidentiality of sensitive and privileged information.
Establish and maintain cooperative and effective working relationships with others.
Operate a variety of office equipment including a computer and assigned software.
Complete work with many interruptions.
Work independently with little direction.
Prepare and deliver oral presentations.
Meet schedules and time lines.
Type at a minimum of 35 words per minute from clear copy.
Maintain consistent, punctual and regular attendance.
The ability to effectively operate a computer keyboard.
The ability to effectively communicate in order to exchange and understand information.
The ability to read and analyze a variety of materials.
Sit or stand for extended periods of time.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school or GED supplemented by college level coursework in business, psychology or a related field and two years of clerical experience involving public contact and record-keeping.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

May be required to drive as needed.

BOARD APPROVED: July 23, 2019