

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: PROFESSIONAL LEARNING TECHNICIAN I

BASIC FUNCTION:

Under the direction of the Director-Professional Learning, serve as primary contact for customers, providing service by telephone and in person; prepare a variety of materials and perform clerical work supporting the District's Professional Learning program.

DISTINGUISHING CHARACTERISTICS:

The Professional Learning Technician I classification provides clerical support for the Professional Learning program and serves as primary contact for customers. The Professional Learning Technician II classification performs duties requiring knowledge of program policies and procedures. Incumbents perform analysis of transcripts for teachers and classes. The Professional Learning Technician III serves as the lead, training and providing work direction to others.

ESSENTIAL FUNCTIONS:

Serve as primary contact for customers, providing service by telephone and in-person answering a variety of procedural questions from District employees and providing information from established policies; route voice mail, incoming calls, and messages and/or refer customers to appropriate personnel.

Prepare, proofread, file, verify and record information on records; sort and file documents and record according to predetermined classifications, maintaining alphabetical, index, and cross reference files.

Mail letters, correspondence, and forms relating to Professional Learning in-service training sessions.

Receive, sort and distribute incoming and outgoing mail.

Assist with the prior approval documentation process; prepare and submit related correspondence; enter course numbers for approved courses on forms, or assign new course numbers as directed and submit to appropriate personnel; maintain computerized prior approval log.

Participate in Saturday seminar preparation activities; assist with facilitating Saturday workshops; collect workshop fees; assist in processing registration of workshop participants; prepares workshop presenter packets; inputs workshop attendance information into appropriate system.

Maintain, update and post information related to the department on the service bulletin board.

Maintain monthly Professional Learning Calendar.

Operate a computer and assigned software; operate standard office equipment.

Provide clerical support and assistance to other Professional Learning program personnel as requested.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, procedures and equipment.
- Operation of a computer and assigned software.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Telephone techniques and etiquette.
- Customer service skills.
- Interpersonal skills including tact patience and courtesy.
- Basic math.
- Basic record-keeping techniques.

ABILITY TO:

- Serve as primary contact for customers, providing service by telephone and in person.
- Prepare a variety of materials and perform clerical work supporting the Professional Learning program in the District.
- Type at a minimum of 35 words per minute from clear copy.
- Perform clerical work of average difficulty.
- Establish and maintain cooperative and effective working relationships with others.
- Perform routine arithmetical calculations.
- Operate a computer and other standard office equipment.
- Learn an assigned electronic registration system.
- Learn departmental procedures.
- Determine appropriate action within clearly defined guidelines.
- Maintain consistent, punctual and regular attendance.
- Hear and speak to exchange information in person and on the telephone.
- Move hands and fingers to operate a computer keyboard.
- Sit for extended periods of time.
- Bend at the waist, kneel or crouch to file materials.
- See to read a variety of materials.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school and one year of general clerical experience including typing and frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.