

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: PROFESSIONAL LEARNING TECHNICIAN II

BASIC FUNCTION:

Under the direction of the Director-Professional Learning, perform responsible technical and clerical work involved with record keeping and maintenance of comprehensive records relating to District Professional Learning programs; operate and maintain assigned electronic registration and attendance systems.

DISTINGUISHING CHARACTERISTICS:

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. The Professional Learning Technician I classification provides clerical support for the Professional Learning program and serves as primary contact for customers.

ESSENTIAL FUNCTIONS:

Perform responsible technical and clerical work involved with record keeping and maintenance of comprehensive records relating to District Professional Learning programs.

Serve as information source to District staff regarding Professional Learning workshops, requirements, policies and procedures.

Process registration of fee-based classes and post paid fees.

Enter and maintain data in the electronic registration system including course set-up, course numbering, booking information and course parameters; maintain and enter registration and attendance data relating to Professional Learning, course registration, current classes and registrants, and historical information; monitor class registration lists and make recommendation for cancellation as appropriate; maintain and update credit hours in appropriate database for workshop attendees.

Update Professional Learning master files in assigned software programs; maintain updates for Department computers to assure programs are current.

Upload and download employee and class information between the electronic and attendance systems.

Troubleshoot and make recommendations to identify and resolve registration, employee profiles and system problems; communicate with system representatives to resolve on-line issues as needed.

Prepare workshop presenter packets.

Conduct transcript analysis for certificated employees including, subject area, reading units, and other established criteria; research and resolve transcript errors.

Communicate with Technology Services and other District departments regarding specialized class and workshop needs.

Process prior approval letters and maintain related logs.

Operate a computer and assigned 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:

Operation of a computer and assigned software, including assigned electronic registration and attendance systems.

Modern office practices, procedures and equipment.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Telephone techniques and etiquette.

Customer service skills.

Interpersonal skills including tact patience and courtesy.

Basic math.

Record-keeping techniques.

ABILITY TO:

Perform responsible technical and clerical work involved with record keeping and maintenance of comprehensive records relating to District Professional Learning programs.

Operate and maintain assigned electronic registration and attendance systems.

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 assigned standard office equipment.

Learn departmental procedures.

Learn transcript analysis techniques and guidelines.

Determine appropriate action within clearly defined guidelines.

Communicate effectively both orally and in writing.

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 two years of general clerical experience including typing and frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.