

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: PROFESSIONAL LEARNING TECHNICIAN III

BASIC FUNCTION:

Under the direction of the Director-Professional Learning, perform a variety of responsible technical and complex functions involved in the District's Professional Learning program; make recommendations for system enhancements and revisions to improve quality of service to employees; operate and maintain the electronic registration system; train and provide work direction to assigned staff.

DISTINGUISHING CHARACTERISTICS:

The Professional Learning Technician III serves as the lead, training and providing work direction to others. 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 I classification provides clerical support for the Professional Learning program and serves as primary contact for customers.

ESSENTIAL FUNCTIONS:

Perform a variety of responsible technical and complex functions involved in the District's Professional Learning program; provide support to meet the goals of District employees including assisting in producing workshops, posting salary credits and providing support with transcript analysis.

Maintain the electronic registration system; make recommendations for system enhancements, and revisions to improve quality of service to employees; communicate with programmers and other Technology Services staff to perform diagnostic investigation of electronic registration system; serve as liaison with District personnel and outside agencies to provide optimum utilization of systems and to assure correct reporting of hours earned by personnel for District Professional Learning credit and step advancement; assist in the upload and download of course and registration information between assigned systems.

Serve in a lead capacity training and providing work direction to assigned staff; assign and review the work of others.

Coordinate processing of course work prior approvals; compose and facilitate the distribution of prior approval correspondence and related materials; refer difficult prior approvals to the Director as necessary; oversee the preparation and processing of denial letters.

Serve as primary resource for the electronic registration system and related Professional Learning program issues; provide information related to procedural questions, policies, transcript analysis and prior approval process/analysis with walk-in customers and telephone contacts.

Establish, update and maintain Professional Learning in-service credit records and histories for District employees; input and post salary credit hours for certificated and classified employees; communicate with Human Resources Department personnel to resolve in-service credit discrepancies.

Coordinate and maintain the course master list; assign course numbers in appropriate system; audit related procedures; post classified and certificated workshops including courses listed in the catalog and non-listed District workshops.

Establish and coordinate maintenance of Professional Learning files.

Analyze in-service additional units transcripts verifying pre-established requirements have been met.

Compile statistical information for reports as needed; type memoranda, correspondence and reports as needed; design forms and flyers.

Coordinate processing of in-service workshop evaluations.

Operate a computer and other standard office equipment as assigned.

Provide support for Saturday Seminar activities.

Perform other duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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

Principles and practices of training and providing work direction to others.

Modern office practices, procedures and equipment.

Department and program operations, policies and procedures.

Transcript analysis techniques.

Appropriate laws, codes, regulations and standards related to assigned activities.

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

Telephone techniques and etiquette.

Customer service skills.

Interpersonal skills including tact patience and courtesy.

Oral and written communication skills.

Basic math.

Record-keeping and report writing techniques.

ABILITY TO:

Perform a variety of responsible technical and complex functions involved in the District's Professional Learning program.

Make recommendations for system enhancements and revisions to improve quality of service to employees.

Train and provide work direction to assigned staff.

Interpret, apply and explain program requirements, policies and procedures.

Assign and review the work of others.

Operate and maintain assigned electronic registration and attendance systems.

Type at a minimum of 35 words per minute from clear copy.

Plan and organize work.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.

Perform routine arithmetical calculations.

Operate a computer and assigned standard office equipment.

Work independently with little direction.

Communicate effectively both orally and in writing.

Prepare and maintain forms, correspondence, records and reports related to assigned activities.

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 three years of increasingly responsible clerical experience including typing and frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.