



Fremont Union High School District

Position: Enrollment and Residency Specialist - Bilingual

Department/Site:	District Office	Range:	110
Reports to/ Evaluated by:	District Office Administrator	Work Year:	245
		Months:	12

Summary of Basic Functions & Responsibilities

Under the supervision of the Manager of Enrollment & Residency, implements and supports all requirements of the Enrollment and Residency Office. Position requires that these functions also be done while speaking, reading and writing in Spanish, Mandarin or other language deemed essential. Works effectively with people of differing cultures.

Essential Duties & Responsibilities

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- Primary initial contact for all Enrollment and Residency visitors
- Serve as primary phone and e-mail contact for all Enrollment and Residency inquiries
- Receive and review Enrollment and Residency documents requests;
- Receives applications for enrollment in the school district. Verifies that applicants reside within district boundaries, assembles materials including proof of residency, student files, and other information, and accepts the application and/or forwards it to appropriate individual;
- Screen Residency documents for possible fraudulent cases;
- Provide support to families in need, including referrals to outside agencies and support groups
- Identify and support families that qualify for McKinney Vento (homeless) services
- Compile information and maintain a variety of records and logs related to enrollment and residency
- Develop, maintain, and manage residency database systems;
- Prepare all materials related to residency verification;
- Coordinate residency verification issues with the Manager of Enrollment and Residency;
- Communicate with District personnel and various outside agencies to exchange information and resolve issues or concerns;
- Assist in compiling information for residential verification district wide. This includes letters, registration application form, and address database.;
- Process all inter-district requests, by sending out letters of approval and/or denial, proofread all letters, keep a database on all students coming in or going out on an interdistrict move.
- Works in a “multitasking” setting, simultaneously serving more than one family;
- Support families from very diverse cultural, socio-economic and educational backgrounds;
- Defuse angry or upset parents; and
- Other duties as assigned.

Qualifications

Knowledge and Skills:

- Learn District policy and procedures related to residency;
- Maintain current knowledge of State enrollment rules and regulations;
- Communicate effectively both orally and written communications;
- Analyze situations accurately and adopt an effective course of action;

- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness;
- Establish and maintain cooperative relationships with those contacted during the course of work;
- Devise or adapt procedures in response to changing organizational needs;
- Make clear and comprehensive reports and keep records;
- Analyze situations accurately and make decisions in procedural matters without immediate supervision;
- Meet schedules and timelines;
- Understand and carry out oral and written instructions;
- Interpersonal skills using tact, patience and courtesy;
- Correct oral and written usage of English and a designated second language;
- Record-keeping techniques;
- Skill on a variety of computer applications, including word processing, database, spreadsheet and communication software;
- Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists; and
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Abilities:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear.
- The employee frequently is required to reach with hands and arms, stand, walk and operate a vehicle. The employee is occasionally required to stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

Education:

- Equivalent to A.A. degree or higher
- Computer and database skills;
- Bilingual in Spanish, Mandarin or other languages deemed essential

Licenses & Certificates:

- Requires a valid Driver's License.
- Requires fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

- Work is performed in an office environment subject to constant interruptions.