

**Support Associate III Pre-K  
Early Childhood Education  
New Hanover County Schools**

**Job Description**

**Class: Classified**

**Dept: Instruction and Academic Accountability**

**TITLE: Support Associate III**

**QUALIFICATIONS:**

1. High School degree or equivalent.
2. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties including data entry.
3. Strong computer and communication skills in both English and Spanish.

**REPORTS TO:** Director of Early Childhood Education

**JOB GOAL:** Facilitate communication among Latino preschool parents, district preschool classrooms, and the Office of Early Childhood.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to early childhood education.
2. Serve as a communication bridge supporting Latino families, preschool classrooms, and the Office of Early Childhood.
3. Make telephone calls and/or home visits to build reciprocal communication between Latino parents and preschool classrooms.
4. Provide assistance and information to school personnel to improve cross cultural understanding and build effective parent-teacher relationships and increase Latino parents and family involvement.
5. Serve as the Office of the Early Childhood's translator for Latino families in district preschool classrooms.
6. Provide direct support for families during critical school periods including facilitating county preschool enrollment, registration, parent teacher conferences and special events.
7. Translate necessary preschool applications, enrollment documents, required forms, and letters for Latino parents/families for the Office of Early Childhood and as needed for preschool classrooms.

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8. Provide appropriate support and effective interpretations for Latino parents and families at special education meetings and conferences for children currently enrolled in the Early Childhood Education Program.
9. Maintain strict confidentiality for all matters.
10. Perform other duties and responsibilities as requested by the Director of Early Childhood.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Ten month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 59

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Demonstrate knowledge of data management.
- Ability to communicate clearly and concisely, both orally and in writing in English and Spanish; ability to communicate with school personnel, employees, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Ability to work collaboratively and flexibly with parents, students and school staff.
- Ability to work with a high degree of accuracy.
- Strong organizational skills.
- Ability to interact and deal with the public in a professional manner.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Ability to type accurately at a high rate of speed for prolonged periods of time.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.