



**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE:           STUDENT SUPPORT SPECIALIST**

**DEFINITION:**

Under general supervision, provides a full range of services in order to enroll, process, input, maintain, assess and explain records and information related to students attending the Juvenile Court and Community Schools (JCCS) Program.

**REPRESENTATIVE DUTIES:**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**ESSENTIAL FUNCTIONS:**

Request and release student records and receive referrals from a variety of agencies including local school districts, Department of Human Services, the Probation Department, colleges and universities, branches of the military, and other agencies.

Conduct student admissions enrollment to include setting appointments, parent/student conferences and assessment sessions and support counselors and other learning support staff in the creation of personal learning plans for students. Provide orientation, schedule students in courses, and provide other school learning support including posting student information such as term grades, discipline records or other records to the student information system.

Provide information to school districts, probation officers, social workers and other agencies on program policies and procedures and student status.

Prepare and verify records for student release and make placement/transition arrangements in collaboration with parents/guardians with receiving school districts, to comply with SB 1111 and AB 2276.

Establish and maintain electronic and paper student cumulative files.

Research, compile and evaluate student transcripts.

Determine student placement based on student's personal learning plan, transcript, referral and case history information.

Identify appropriate grade level and school as well as necessary courses based on personal learning plans and counselor's academic plan.

Assist in the implementation of student's personalized learning plans for students by using knowledge of opportunities and programs available through JCCS and partners.

Administer and score objective academic achievement, academic diagnostic, and/or vocational aptitude tests as appropriate, and support classroom implementation of assessment as a resource.

Coordinate group and individual testing schedules as appropriate.

Provide feedback and information to students and teachers regarding academic status.

Research, and provide information regarding advanced education opportunities and scholarships, vocational training, and/or employment requirements and opportunities.

Administer practice tests to students preparing for State-sponsored examinations high school equivalency exams.

Post and keep current incident records in student information system and participate in training to keep current on gang and tagging issues or trends that affect placement and students' well-being in the classroom.

Enter and maintain student records, immunization and attendance information and grade reports into the student information system.

Prepare related statistical and numerical reports.

Convey student information to JCCS teachers.

Prepare a variety of correspondence including reports, master schedules and forms.

**NON-ESSENTIAL FUNCTIONS:**

Perform related duties as assigned.

**CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:**

None

**EDUCATION AND EXPERIENCE:**

A combination of education, training and experience which clearly demonstrates possession of the knowledge, skills and abilities detailed below. A typical qualifying background would include: a minimum of two years of progressively responsible office/clerical experience involving strict and continuous attention to detail in the maintenance of complex manual and computerized records. Experience must include a high level of interpersonal contact. Previous experience compiling and evaluating student transcript information is highly desirable.

**KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF**

Modern office procedures, organization and equipment

Effective recordkeeping systems and procedures

Personal computer operations and related word processing and spreadsheet applications

Objective testing practices and scoring procedures.

**ABILITY TO:**

Work with close attention to detail and accuracy

Collect data and prepare correspondence and reports

Set up and organize office files  
 Maintain accurate records and files  
 Perform arithmetical computations  
 Interpret numerical data according to instruction  
 Learn, apply and explain policies and regulations pertaining to student enrollment, student records and graduation requirements  
 Evaluate transcripts to determine student placement  
 Make decisions on procedural matters within the scope of established policy  
 Communicate orally and in writing; establish effective working relationships with students, parents, staff and outside agencies  
 Establish and maintain rapport with students of various cultural and ethnic backgrounds under sometimes stressful circumstances  
 Follow oral and written instructions; work with minimum supervision  
 Operate a computer keyboard and quickly learn to use support software  
 Type accurately at a rate of speed sufficient for successful job performance  
 Collaborate with coworkers in tasks, and plan for supporting each other during impaction periods and during absences.  
 Work effectively independently and as part of a team with minimum supervision  
 Organize and prioritize work  
 Exercise appropriate judgment in making decisions  
 Maintain confidentiality of information  
 Demonstrate attendance sufficient to complete the duties of the position as required  
 Complete routine tasks thoroughly, accurately and with attention to detail

**WORKING CONDITIONS AND PHYSICAL ABILITIES:**

Office setting. Ability to travel to and from work locations as job requires.  
 Must be able to hear and speak to exchange information in person and on the telephone; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

<b>Established</b>	<b>Approved by the Personnel Commission</b>	<b>Revised</b>	<b>FLSA Status</b>	<b>Job Code</b>	<b>Salary Grade</b>
07/2002	7/26/2002	02/2004 09/2011 07/2015	Non-Exempt		40