

CLASSIFICATION STATEMENT-FAMILY ENROLLMENT SPECIALIST

WESTMINSTER SCHOOL DISTRICT CLASSIFICATION STATEMENT

TITLE: FAMILY ENROLLMENT SPECIALIST

BASIC FUNCTION:

Under the direction of the Executive Director of Early Education and Expanded Learning and/or the Extended School Program Supervisor, performs a wide variety of complex and technical clerical work, may recruit and enroll children into District and State subsidized programs; serves as a liaison and provides information and services to low income families and children.

ESSENTIAL DUTIES:

May enroll children into the Early Education and/or Extended School programs.

May provide forms and assist parents with completion of in person and online registration.

Maintain knowledge of all current requirements for clients receiving subsidized services in accordance with the Education Code, the California Department of Education's Title 5 Regulations and Funding Terms and Conditions, Community Care Licensing Title 22 regulations and administrative requirements, and other requirements.

Accurately calculate parent fees and consult with Intermediate Account Clerk to ensure accurate billing on tuition accounts.

Collects and tracks, documents and records related to the program, including immunizations, emergency, legal, medical, and income records and other information.

May interpret application forms for parents as needed.

May assign and/or assists supervisors with classroom placement of children; assure classes are full based on District, State, and Federal Guidelines.

Creates and maintains class rosters, waiting lists, and online registration forms.

Update and distribute parent handbooks as directed by the Executive Director

Provides information and related services to low income and fee based families and children.

Arranges appointments with parents to provide them with forms, determines program enrollment eligibility based on state requirements and assist them in the completion of initial certification.

May refer parents to community resources and provides handouts for outreach.

May conduct parent orientation regarding enrollment and informational meetings in groups or one-on-one and provides additional support to parents after meetings as needed.

Organizes, maintains, prepares, and updates assigned family/provider files.

Utilizes specialized programs, databases and software and performs data entry to prepare, compile and update computer records related to assigned caseload.

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Gathers, processes, reviews, maintains, and files applicable forms, reports, sheets, contracts, and other required documentation, including multiple forms/documentation in one or more of the following areas: enrollment, disenrollment, termination, sibling enrollments, certification, recertification, transfers, termination, withdrawals, incapacitations, and changes in schedules.

Reviews and verifies a wide variety of information and data, some of which may be of a sensitive or confidential nature, and ensures confidentiality of records.

Identifies missing, unsubstantiated, or conflicting information and provides appropriate follow-up notifications and/or rectifies issues/errors, as appropriate.

Monitor caseload for program compliance and ensure documentation is accurate, appropriate, and complete within established requirements.

Attends professional development workshops and trainings.

May communicate and provide attendance information with staff, parents, visitors, utilizing various forms of communication upon request and assist school personnel in identifying and resolving problems of students who are frequently absent.

May compile data, prepare and complete expected ADA.

May review and process McKinney-Vento applications.

Explains District policies and State regulations regarding school attendance and enrollment.

Assists staff and visitors; takes and relays messages.

Assigns clerical duties and trains office assistants to perform the duties assigned; including volunteers and community liaisons.

Operates a variety of office machines including a typewriter, computer workstation, calculator, and copiers.

May compose correspondence and perform a variety of clerical duties such as typing, correspondence, reports, bulletins and other related materials.

OTHER REPRESENTATIVE DUTIES:

Performs other related duties, as required or assigned.

ORGANIZATIONAL RELATIONSHIPS:

Supervision: (1) Reports to, receives direction from and is evaluated by the Executive Director Early Education and Expanded Learning and/or Extended School Program Supervisor.

Internal Contacts: Early Education Program Supervisor, Expanded Learning Specialist, Site administration and other site personnel; district office personnel and students.

External Contacts: Appropriate staff members of the Orange County Department of Education, Alternative payment programs; and parents.

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QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE OF:

Computer programs and software as required for the position.

Modern office practices, procedures and equipment.

Ability to stay current with technology

Record keeping and report preparation techniques.

Telephone and office etiquette and procedures.

Federal, state and district policies.

Interpersonal skills using tact, patience, and courtesy.

Customer service in dealing courteously, tactfully and effectively with the general public.

English, grammar, spelling, punctuation and math.

Appropriate record keeping and report preparation.

Effective communication techniques, both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Federal, State and local laws and regulations applicable to assigned areas of responsibility.

Prepare and maintain related records, lists and reports.

Meet schedules and time lines.

Use District technology and software.

Exchange information in person and on the telephone.

Maintain confidentiality of sensitive information.

Understand and carry out written and oral instructions.

Deal with sensitive and difficult situations.

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EDUCATION AND EXPERIENCE:

A high school diploma or general education degree (GED). supplemented by courses in typing, use of a computer work station, including peripheral equipment; office operation procedures; and (2) two years of clerical experience including one year of experience involving record-keeping or records management.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee frequently is required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, and climb or balance, stoop, kneel or crouch. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

PREPARED BY:	<u>Classified Personnel Department</u>	DATE: 10/1/2019
APPROVED BY:	<u>Board of Trustees</u>	DATE: 2/13/2020
APPROVED BY:	<u>Personnel Commission</u>	DATE: 1/28/2020