

WESTMINSTER SCHOOL DISTRICT CLASSIFICATION STATEMENT

TITLE: STUDENT SERVICES TECHNICIAN

BASIC FUNCTION:

Under the general direction of the Executive Director of Student Services or designee, performs a variety of complex clerical duties related to the function of the Student Services Department.

ESSENTIAL DUTIES:

Completes clerical tasks involved in the registration and assignment of new special education students including student records, files and class assignments.

Processes special education student withdrawals through coordination with school office managers and school staff.

Creates and maintains class rosters and special education student reports.

Composes correspondence and performs a variety of clerical duties such as typing reports, bulletins, and other related materials.

Designs and executes queries and reports using a variety of complex programs including a variety of databases.

Responds to inquiries from district personnel, parents, and the public in person, by email or telephone; provides information or directs to appropriate personnel; provides technical information concerning policies and procedures in accordance with established procedures or guidelines.

Assures timely communication between the Student Services Office and District Office, parents and staff through the appropriate use of any and all of the following techniques; telephone, memos, bulletins, email, letters and notices.

Accesses and inputs information via the District's computerized IEP management and Student Information systems.

Types a variety of items including inter-office communications, forms, letters, special reports or projects, and other materials.

Maintains a variety of complex records, logs, lists, statistical information and files including materials of a confidential nature.

Checks records for accuracy and proofreads reports, documents, and other data.

CLASSIFICATION STATEMENT – STUDENT SERVICES TECHNICIAN

Page 2

Provides technical assistance to staff with LEA Medi-Cal billing utilizing the District's computerized IEP management system.

Assists parents with student placement requests, assessment requests, and enrollment into special education.

Coordinates, executes and inputs necessary paperwork for enrollment, transportation, and lunch services for students with special needs.

Coordinates with Regional Center of Orange County regarding infant referrals.

Schedules staffings, and IEP meetings with parents, staff, attorneys/advocates, outside assessors, interpreters and administration as needed.

Schedules interpreters for parent interviews and assessments as needed.

Maintains student databases and student special education records.

Requests student records from other agencies when appropriate and from other school districts for transferring students; responds to request for access to student records from other agencies and school districts.

Provides technical support to staff regarding student databases.

Updates class lists monthly and verifies enrollment at school sites.

Generates, prepares and analyzes reports as requested by Student Services Administrators.

Assists with student placement for Extended School Year (ESY).

Assists with placements for newly enrolled students with special needs, including assigning case managers and service providers.

Monitors and corrects errors in student databases to ensure accuracy.

Attends appropriate meetings, trainings and conferences when required.

OTHER REPRESENTATIVE DUTIES:

May serve as substitute for absent staff secretary.

May provide backup reception coverage on a daily basis to relieve staff for breaks, lunch, vacations and other time away from the reception desk.

May assist with mail distribution.

CLASSIFICATION STATEMENT – STUDENT SERVICES TECHNICIAN

Page 3

May assist with articulation with West Orange County Consortium of Special Education (WOCCSE) and any other outside agencies.

Provides assistance to members of school staff in the use of computer and software programs and other office equipment.

Attends meetings as required.

Performs other related duties as required or assigned in relation to the job classification.

ORGANIZATIONAL RELATIONSHIPS:

Supervision: Reports to, receives direction from, and is evaluated by the Executive Director, Student Services.

Internal Contacts: Frequent contact with administrative staff, school personnel and district personnel.

External Contacts: Frequent contact with personnel of other school districts, parents, and state and county offices.

KNOWLEDGE AND ABILITIES:

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.

Effective communication techniques, both orally and in writing.

CLASSIFICATION STATEMENT – STUDENT SERVICES TECHNICIAN

Page 4

Establish and maintain cooperative and effective working relationships with others.

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

ABILITY TO:

Prepare and maintain related records, lists and reports.

Meet schedules and timelines.

Use District technology and software.

Exchange information in person, on the telephone and email.

Maintain confidentiality of sensitive information.

Understand and carry out written and oral instructions.

Deal with sensitive and difficult situations.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms, and talk or hear. The employee is sometimes required to stand; walk; climb or balance; and stoop, kneel, or crouch. The employee must regularly lift and/or move objects weighing up to 10 pounds and occasionally/frequently lift and/or move objects weighing up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

EDUCATION & EXPERIENCE:

Education: Graduation from high school; supplemented by courses in typing, using a computer workstation, including peripheral equipment; office operation procedures.

Experience: Two years of clerical experience including one year of experience involving record-keeping or records management.

LICENSES & OTHER REQUIREMENTS:

Possession and maintenance of a valid California Driver's License, as well as a dependable mode of personal motorized transportation.

CLASSIFICATION STATEMENT – STUDENT SERVICES TECHNICIAN

Page 5

PREPARED BY: Classified Personnel Department

DATE: June 2, 2020

APPROVED BY: Board of Trustees

DATE: November 2020

APPROVED BY: Personnel Commission

DATE: October 27, 2020