



**NOVEMBER 2022**  
**FLSA: NON-EXEMPT**

## **STUDENT SUPPORT SPECIALIST**

### **DEFINITION**

Under general supervision, provides instructional support services to individual students and small groups of students; demonstrations, instructional materials, and supplies; assists students in the use and operation of computer software, hardware, and equipment; maintains confidentiality of tests and results; performs administrative function in support of classroom activities; collaborates with facilitators to ensure students are completing accurate tests; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory and managerial staff. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This journey-level classification is responsible for conducting a variety of instructional support activities to ensure student learning. Positions perform the full range of duties assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides instructional assistance and reinforcement to students using computers and other media equipment and software in a computer-assisted instructional lab; coordinates the use of the lab.
- Monitors students in computerized learning activities; provides instructions to students on the use of software and hardware.
- Turns computers on and off; maintains the computer lab in a clean and orderly condition; ensures the security and proper storage of equipment and materials.
- Observes and controls student behavior by following established guidelines; maintains integrity of tests and results.
- Performs a variety of laboratory support duties such as proctoring makeup exams; preparing and maintaining laboratory informational materials; checking-in and out textbooks.
- Prepares and maintains records on circulation and distribution, books and materials received, lost, and damaged, overdue books and materials, and student use of books, textbooks, and instructional materials; assists with periodic and annual inventory of books and materials.
- Responds to inquiries and requests for information from students, facilitators, and staff; communicates with facilitators and staff regarding student progress and attendance; provides information regarding classes and laboratory.
- Monitors, orders, receives, stores, and maintains adequate inventory levels of supplies and equipment.
- Maintains a quiet and controlled learning environment for all students.

- Assist students with disabilities according to the Individualized Education Plan (IEP) and instructional plans as assigned.
- Prepares and maintains accurate records, files, and reports on student activities within the computer lab, including test waivers, attendance records and student progress; verifies accuracy of information, research discrepancies, and records information.
- Assists students in developing effective study, time management, and related learning and practice skills.
- Performs a variety of clerical duties including preparing materials and scoring test; Prepares and maintains accurate records, files, and reports on student activities, attendance records and student progress.
- Reinforces instruction in reading skills to students with reading challenges, language communication and behavior problems.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Methods, practices, and techniques of student learning and instruction.
- General subject matter areas, including mathematics, science, social studies, grammar, spelling, language, writing and reading.
- Methods, practices, and techniques of improving student learning through specialized structured lesson plans, teaching techniques, and instructional materials.
- Methods and practices of student guidance, especially as they relate to implementation of IEPs.
- Basic academic strategies for working with students with different learning styles and potential learning and skills challenges.
- Books and materials appropriate for specific age groups and grade levels.
- Operation of library and textbook support services equipment, systems, and support tools, including common reference tools and materials.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Understand different learning styles and potential learning and skills challenges facing District students.
- Engage students in positive learning in a tutorial or other learning environments.
- Recognize individual student learning needs and adapt materials and homework assignments to facilitate learning.
- Observe and control student behavior according to approved policies and procedures.
- Process, distribute, and shelve books, textbooks, and instructional media materials and assist students in the selection and use of books, textbooks, and instructional media materials.
- File materials alphabetically, chronologically, and numerically with accuracy, speed, and minimal supervision.

- Maintain confidentiality and be discreet in handling and processing sensitive and/or confidential information and data.
- Observe and control student behavior according to approved policies and procedures.
- Understand and follow oral and written instructions.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and one (1) year of general clerical experience.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.