



STUDENT SERVICES PERSONNEL

STUDENT SERVICES ATTENDANCE AND TRUANCY

JOB DESCRIPTION

JOB TITLE: Student Services Attendance & Truancy
REPORTS TO: Supervisor of Student Services
LOCATION: Education Support Services

FLSA STATUS: Non-Exempt
PAY GRADE: SAT-06
DAYS: 228
JOB ID & DATE: SAT-31, January, 2024

JOB PURPOSE SUMMARY

The Student services personnel plays a vital role in ensuring compliance with compulsory attendance laws and addressing attendance-related issues within the district. Acting as the district attendance officer, this role provides support to campus personnel in enforcing attendance regulations and resolving truancy, excessive absence, and tardiness concerns. Additionally, the Specialist serves as the primary liaison between the district and parents, law enforcement agencies, and court personnel.

Furthermore, the Support Specialist is responsible for student registration and maintaining accurate student records, including transcripts, across the district. Exceptional customer service is a priority, with the Specialist providing support to families throughout the registration process via various communication channels. Duties also include collecting and organizing registration documentation, uploading information into the Infinite Campus (IC) system, and managing access to the IC parent and student portal. Additionally, clerical and secretarial tasks, such as document preparation and organization, are performed as needed. Ensuring the accuracy of student database information and communicating district policies and procedures to the public are integral aspects of this role.

REQUIREMENTS

Education Level Details

High school diploma.
Post-secondary courses in computers and/or database software preferred.

License or Certification

Notary Certification preferred.

Work Experience Required

Minimum of two years of experience in computer, general office, customer service, and/or public relations.
Experience in an educational environment with the Family Educational Rights and Privacy Act of 1974 (FERPA) preferred.

Other Skills and Abilities Required.

Advanced oral and written communication skills.
Advanced interpersonal relations skills.
Intermediate math and accounting skills.
Advanced personal computer, keyboarding and word processing skills.
Advanced customer service and public relations skills.

Ability to maintain confidentiality in all aspects of the job.

Ability to manage multiple priorities.

Ability to manage multiple tasks with frequent interruptions.

Ability to promote and follow Board of Education policies, building and department procedures.

Ability to exercise diplomacy, to diffuse and manage volatile and stressful situations.

Bilingual preferred

KEY FUNCTIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES

General

- Investigate cases of unexcused and excessive absences and tardiness and enforce provisions of compulsory attendance laws.
- Issue warnings; file complaints against students, parents, or individuals with parental control in accordance with compulsory attendance laws and board policy; and refer to appropriate court.
- Investigate cases of suspected drop out and retrieve unreturned textbooks, computers and other school property when appropriate.
- Conduct home visits to verify dual residency of students within district attendance zones.
- Collect documentation to complete registration and maintain an accurate-and-timely digital record of all registration documentation submitted by families. Maintain, monitor and manage an accurate student database according to federal and state laws, district policies and procedures. Add and withdraw students, and have familiarity with student schedules. Update the student demographics based on collection of summary sheets for returning student registrations.
- Help families complete the registration forms so as to ensure data accuracy. Process and submit registration forms and associated documents.

Consultation

- Confer regularly with teachers, counselors, principals, and other staff as well as parents to identify problems of tardiness, attendance, and student truancy; counsel students at risk of dropping out and make a reasonable effort to gain their cooperation to improve attendance.
- Conduct home visits and parent conferences on student truancy and attendance problems; make parents aware of compulsory attendance laws and school policy for parents and students.
- Represent the school district in court hearings resulting from attendance problems; maintain contact and act as liaison to local law enforcement agencies and courts in the area of student truancy.
- Process and approve of online registration applications for new students in all grade levels (PK-12).
- Enter data in IC so as to reflect accurate enrollment line-coding and attendance.
- Collect information to identify any services that families may need and/or qualify for, such as Title X and Transportation.

Administration

- Implement and comply with policies established by federal and state laws, State Board of Education rule, and local board policy in the area of student attendance; comply with all district and campus routines and regulations
- Administer oaths and serve legal process

Safety and Training

- Establish and implement entry level and ongoing training programs for attendance clerks

Technical Support

- Respond to requests for assistance in the use of the IC system.
- Provide IC support to parents and families
- Serve as first-level forward facing support for IC questions from parents, guardians and others with a need to engage in the registration process.

Records

- Compile, maintain, and file all reports, records, and other documents required, including records of all cases investigated and reports required by the commissioner of education, Board of Education and County.
- Maintain accurate documentation

Community Engagement

- Be available for short-notice deployment to any school that may need additional personnel, and be available to support district activities such as Registrations Events, Resource Fair, Parent-Teacher Conferences, etc.

Other

- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The physical demands, work environment factors and mental functions described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demands: While performing the duties of this job, the employee is occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or

move up to 40 pounds.

Work Environment: While performing the duties of this job, the employee will work primarily in offices, hallways, gyms, classrooms, bathrooms, shops, playgrounds, cafeterias, portable buildings and pool environments. The Employee may be required to work from a remote location in the event of a district shut-down or other event. Employee may be required to work evenings and weekends during enrollment / registration periods and attend events where community members are in attendance.

Mental Functions: While performing the duties of this job, the employee is regularly required to communicate, compare, analyze, coordinate, instruct, evaluate, and use interpersonal skills. Occasionally required to compile, copy, compute and negotiate.

Employee Printed Name: _____ Employee ID Number: _____
Signature: _____ Date: _____