



STUDENT SERVICES PERSONNEL

STUDENT SERVICES FAMILY ENGAGEMENT

JOB DESCRIPTION

JOB TITLE: Student Services Family Engagement
REPORTS TO: Supervisor of Student Services
LOCATION: Education Support Services

FLSA STATUS: Non-Exempt
PAY GRADE: SAT-06
DAYS: 228
JOB ID & DATE: SAT-32, January, 2024

JOB PURPOSE SUMMARY

The student service personnel will establish and foster collaborative relationships with families, community members, organizations, businesses, and individuals to actively involve students and their families in advancing the vision and strategic priorities of Adams 14. This role will actively engage with the community, creating opportunities for their participation in our civic life. It is essential for building community trust and ensuring the involvement of Adams 14 residents in shaping the district's future. Collaborating with community engagement assistants, the Support Specialist will develop and execute initiatives to enhance accessibility and transparency, with a focus on promoting equity, diversity, and inclusion.

Key responsibilities include managing student registrations and maintaining various student records, such as transcripts, across the district. Providing exceptional customer service to families throughout the registration process, whether in person, over the phone, or via email, is paramount. This involves collecting registration documents and accurately uploading them into Infinite Campus (IC). Additionally, the Specialist will support and oversee requests for access to the IC parent and student portal. Administrative tasks, such as document preparation and organization, as well as maintaining precise student database information and related reports/spreadsheets, are part of the role. The Specialist also plays a role in informing the public about district policies and procedures.

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

- Oversee the HOPE center and engage with community partners to expand available opportunities.
- Liaison to schools as a connection between families and administration for projects, events and fundraisers.
- Support district events including but not limited to: Rally, State of the Schools, Mid-Year Rally, Employee Recognition and Retirement, Memorial Day Parade and others.
- 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.

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.

Capacity Building & Support

- Recruit, cultivate, develop, and support a group of parent leaders to manage parent volunteer activities.

- Support and provide input to the School Leadership Team regarding the ideas and needs of families.
- Build and maintain relationships with parents, teachers, administrators, students, and community members.

Planning and System Development

- Develop systems and procedures for recruiting, developing and managing parent volunteers.
- Partner with school principals and department directors to develop vision and strategy for parent involvement.
- Help coordinate mid-year and end-of-year parent surveys to assess where we can provide more direct support to them, solicit critical feedback, and gauge their level of engagement.

Outreach

- Routinely reach-out to prospective and newly accepted families to keep them engaged, excited and informed about the school.

Technical Support

- Serve as first-level forward facing support for IC questions from parents, guardians and others.

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.

Documentation

- Maintain accurate documentation.

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: _____
Signature: _____

Employee ID Number: _____
Date: _____