



SUPPORT AND TECH

SUPERVISOR - STUDENT SERVICES

JOB DESCRIPTION

JOB TITLE: Supervisor - Student Services
REPORTS TO: Director of School Operations
LOCATION: Education Support Services

FLSA STATUS: Non-Exempt
PAY GRADE: SAT-10
DAYS: 260
JOB ID & DATE: SAT-44, January, 2024

JOB PURPOSE SUMMARY

Provides technical supervision to all support specialists, secretaries, and attendance liaisons, including training, mentoring, evaluating, providing guidance, and monitoring compliance. Regularly analyzes and evaluates current processes or products in order to constantly improve services for families, schools and the District.

The supervisor of student services understands, directs, and coordinates activities of internal and external client/server systems. Includes maintaining and supporting the District's student data and student information system (SIS), providing training and technical assistance to SIS users, ensuring District compliance with state and federal reporting regulations, and performing related duties as assigned.

REQUIREMENTS

Education Level Details

Bachelor's degree in general education, School Administration, Communications, Human Resources, Business or related field or equivalent experience.

License or Certification

Notary Certification preferred.

Work Experience Required

Three years in student registration administration and/or student record management, or a combination of both Three years experience coordinating the operation of a major school or departmental office preferred

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

- Oversees all aspects of the student admissions process by organizing, directing and supervising staff in the registration and school placement of students entering the school district.
- Reviews and analyzes legal documents and situations relating to the admission of students or student records.
- Provides daily supervision of support specialists. Monitors staff attendance, leave, work schedules and timesheet approvals.
- Serves as the point of contact for employees, community call escalations, and district-wide inquiries regarding admissions and student records.
- Assists in the development and interpretation of admissions, school choice enrollment and student record policies and procedures to ensure compliance with state laws and effective implementation of District policies.
- Manages the communication and services for families regarding registration, records, Infinite Campus (IC) and parent portal as related to registration and student information. Help families complete the registration forms so as to ensure data accuracy. Process and submit registration forms and associated documents.
- Manage the student information system.
- Develop and maintain Ad Hoc filters
- Use of reporting software and data mining, and data transfer services.
- Maintain clean data in the student information system.
- Implement new systems and modification to the current system in an optimal manner without adverse effects on current systems.
- Develop, maintain, and monitor database access system tools related to student information systems.
- Conducts professional development for school staff regarding admissions and records procedures; works to ensure data is entered into IC consistently and accurately by schools and registration staff.
- Manage student cumulative folders and support the integrated, computerized student record and reporting systems, processing data for over 5000 students District-wide. Responsibilities include creating, updating, transferring, organizing, and purging student records both current and archived.

- Oversee and maintain District-wide student registration process, including on-line student registrations, verification of legal documents (guardianships, foreign exchange, emancipated students), and preparation of forms for data entry.
- Support the preparation and archiving of Colorado Department of Education report submittals, specifically the October Count Report, as well as respond to on-demand report requests from District stakeholders on student enrollment data.

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

- Purge inactive cumulative folders district wide and prepare for imaging at the end of each school year.
- Update files for all student re-entries.

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.
- Recruit, cultivate, develop, and support a group of parent leaders to manage parent volunteer activities.
- Increases parent involvement in the school by working closely with all school, parent and community organizations; Supports student activities by assisting with targeted events to increase parental and community involvement, and creates a welcoming school environment to parents aligned with the district mission and values; communicate with staff and faculty to identify volunteer opportunities.

Reporting

- Maintain accurate documentation.
- Assist the district's compliance with reporting related to state/federal reports.

Budgets

- Manage budgets for all funds associated with registration services.
- Maintain accurate inventory and purchasing records

Other

- Implement data archival procedures and implementation of restores.
- Coordinate the input of data from outside vendors (pictures, state test scores, etc.) into the student information system.
- Maintain communication tools in the student information system. Support family access and the scheduling of parent/teacher conferences in the student information system.
- Attend and participate in meetings, conferences, and seminars to be informed of new developments in managing information systems, especially in relation to state regulations governing student information and other state requirements.
- 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.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Hire, train, mentor, coach and conduct evaluations of personnel. Mediate conflict resolution. Promote a productive department environment by recognizing and solving problems and encouraging teamwork, creativity, and understanding.

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. Employees 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: _____