



SAN MATEO UNION HIGH SCHOOL DISTRICT

CLASSIFIED JOB DESCRIPTION

JOB TITLE: ENROLLMENT CENTER INVESTIGATOR
REPORTS TO: Director of Student Services **SITE:** District Office
CLASSIFICATION: Classified Bargaining Unit **WORK YEAR:** 12 Month
SALARY: Range 148 – Classified Salary Schedule
APPROVED BY THE BOARD OF TRUSTEES: November 12, 2020

JOB SUMMARY:

Under the supervision of the Director of Student Services, investigate and support the implementation and enforcement of District student residency requirements. Conduct surveillance investigations and a variety of interviews with families, witnesses, attorneys, staff and other persons.

CLASS CHARACTERISTICS:

Enrollment Center Investigator coordinates residency verification issues with the Director of Attendance and Welfare. Employee exercises independent judgment within a framework of regulations, policies and procedures related to guidelines in accordance with District policies and state education codes. Employees in this class work as instructed and consult with supervisors to handle unusual situations that may occur.

ESSENTIAL FUNCTIONS:

1. Coordinate residence verification issues with the Director of Attendance and Welfare.
2. Receive and review residency requests.
3. Conduct home visits as needed to verify address and student welfare including health and welfare checks on students who are truant or missing from school.
4. Compile information and maintain a variety of records and logs related to home visits and assigned activities.
5. Develop, maintain, and manage residency database systems.
6. Develop formats and procedures for entering data in the residency database.
7. Prepare all materials related to residency verification.
8. Develop procedures, protocols and prioritization for residency checks.
9. Communicate with District personnel and various outside agencies to exchange information and resolve issues or concerns.
10. Review documents for residency verification.
11. Consult with school site personnel.
12. Gather, assemble, preserve, and report facts, statements, or affidavits and other evidence.
13. Maintain liaison with law enforcement agencies.
14. Performs research to determine cases involving forged documents and perform follow-up investigations on those cases.
15. Assists with Student Attendance Review Board.
16. Assist with the registration process at the District office.
17. Other duties as assigned.

Employment Standards:

- Incumbent must be able to perform essential functions above with or without reasonable accommodation.
- Incumbent must maintain a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other District employees, administrators, the Board of Trustees, students, parents and the general public.

QUALIFICATIONS:

Education/Training Experience

- Equivalent to A.A. degree or higher or police academy graduate.

- Two years of law enforcement experience preferred.
- Legal experience is preferred.
- Spanish speaking is preferred.

LICENSE:

- Valid California Driver's License.
- Certification in basic first aid and CPR.

KNOWLEDGE OF:

- Applicable laws, codes, and regulations and policies.
- Basic interviewing and advisement techniques.
- Interpersonal skills using tact, patience and courtesy.
- Diverse academic, socioeconomic, cultural and ethnic backgrounds of identified families.
- Record-keeping techniques.
- English usage, spelling, grammar and punctuation.
- Fluency in Spanish.

EXPERIENCED WITH:

- Learn and interpret specific rules, laws and policies and apply them with good judgment.
- Learn District policy and procedures related to residency.
- Maintain current knowledge of State enrollment rules and regulations.
- Distribute and explain reports and correspondence related to student residency.
- Communicate effectively both orally and in written communications.
- Speak, read, and write Spanish.
- Analyze situations accurately and adopt an effective course of action.
- Communicate effectively with a wide variety of personalities and situations requiring diplomacy and interpersonal communication skills.
- Exercise good judgment and remain calm during tense situations.
- Establish and maintain cooperative relationships with those contacted during the course of action.
- Devise or adapt procedures in response to changing organizational needs.
- Make clear and comprehensive reports and keep records.
- Make decisions in procedural matters without immediate supervision.
- Meet schedules and timelines.
- Understand and carry out oral and written instructions.
- Work effectively with students and parents from various socio-economic and ethnic backgrounds.
- Skill on a variety of computer applications, including word processing, database, spreadsheet and communication software.
- Drive a vehicle to make home visits and conduct work. Use your own vehicle.
- Identify workplace hazards and/or unsafe conditions and take appropriate action to correct same.
- Observe health and safety regulations.
- Meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.

PHYSICAL DEMANDS/WORKING CONDITIONS WITH OR WITHOUT REASONABLE ACCOMMODATIONS

- Ability to sit for long periods of time.
- Ability to work in a fast paced environment
- Ability to operate a computer keyboard and calculator.
- Ability to multitask in a busy environment
- Ability to tolerate noise level in the working environment.

OTHER REQUIREMENTS:

- Must successfully pass the District's pre-employment Department of Justice fingerprint clearance.
- Must successfully pass the District's pre-employment tuberculosis testing.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of the position and are not intended to reflect all duties performed within the job. Incumbents may be required to perform other job-related tasks other than those specifically presented in the description.

SMUHSD is an equal opportunity employer in compliance with the Americans with Disabilities Act and all other applicable Federal, State, and Local regulations.

SMUHSD Equity Vision

Vision: All students will learn in a safe, inclusive and equitable environment that validates, respects and honors their unique backgrounds, interests and identities.

Mission: We will continually identify, disrupt and eliminate institutional biases and barriers to ensure that all students have the skills and knowledge to thrive physically, emotionally, and academically.

Equal Opportunity Employer Statement

San Mateo Union High School District is an equal-opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. SMUHSD makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our [Nondiscrimination in Employment](#) policy.

[Equity Flyer](#)

[BP0415.1 Racial Equity](#)

[AR0415.1 Racial Equity](#)

DISASTER SERVICE WORKERS:

All San Mateo Union High School District employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.