

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: BILINGUAL PUPIL PERSONNEL OFFICE TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of clerical and technical duties in support of the Pupil Personnel Services Office.

REPRESENTATIVE DUTIES:

Translate for parents visiting or calling the Pupil Personnel Services office; assist with defining terms and providing information in English and Spanish. *E*

Communicate with District and out-of-District schools to obtain information regarding students, files, classes and other information; request transcripts as needed; send records to other districts according to established procedures. *E*

Enroll new services only students; assure proper completion of registration forms including immunization records, emergency cards, transcripts and any other documentation according to established procedures; contact previous schools to request records. *E*

Compile information and prepare and maintain a wide variety of data, records and reports according to established procedures and time lines. *E*

Answer and extend telephone calls to appropriate department staff; provide routine information and assistance; take and transmit messages as requested. *E*

Greet, screen and direct visitors to appropriate department staff. *E*

Operate a telephone and other office equipment as assigned. *E*

Perform a variety of clerical work as assigned including posting and maintaining records, typing and duplicating materials, receiving, sorting and distributing mail, and assisting with labeling, stuffing, stamping and sealing envelopes; assist other offices with a variety of clerical duties as directed. *E*

Assist with student transcript and student record requests as directed and the maintenance of permanent, interim, and permitted records. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Correct oral and written usage of English and Spanish.
- Modern office practices, procedures and equipment.
- Operation of office machines including a computer and specified software.
- Alpha and numeric filing systems.
- Basic record-keeping techniques.
- Correct English usage, grammar spelling, punctuation, and vocabulary.
- Telephone techniques and etiquette.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

- Read, write, translate and interpret English and Spanish.
- Perform clerical duties such as filing, data input, duplicating and maintaining records with accuracy.
- Answer telephones and greet the public courteously.
- Use tact, diplomacy, and good judgment in dealing sensitive situations.
- Provide excellent customer service and promote a positive work environment.
- Understand and carry out written and oral instructions.
- Learn and interpret rules, regulations, policies and procedures.
- Prioritize numerous tasks and complete them under various time constraints.
- Complete work with many interruptions.
- Word process and input data accurately.
- Operate a variety of office equipment including a computer and applicable software.
- Work confidentially with discretion.
- Communicate effectively verbally and in writing.
- Use correct grammar, spelling and punctuation.
- Establish and maintain effective working relationships with others.
- Type at an acceptable rate of speed.

EDUCATION AND EXPERIENCE:

Education: High School graduate or the equivalent. Proof required.

Experience: Two years of paid general clerical work including some translating experience. Computer literacy required. Must be proficient with Microsoft software, including but not limited to, Word, Excel, Powerpoint, and other applications.

Testing: Passing scores on District Clerical tests: Proofreading (computerized), Letter Formatting (computerized), Translator/Receptionist/Interpreter (computerized), and a typing/keyboarding speed of 40 WPM (computerized).

Passing scores on District Spanish tests: Spanish/English Oral Translation (oral).

LICENSES AND OTHER REQUIREMENTS:

Bilingual/biliterate in Spanish and English.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read and translate a variety of materials.

Sitting for extended periods of time.

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