

PLEASANTON UNIFIED SCHOOL DISTRICT
Job Description

Title:	District Support Specialist	Reports to:	Administrator/Supervisor
Job Category:	Administrative/Clerical	Classification Unit:	Classified
Board Approval:	05/08/2025	Current Salary Grade:	21
Job Description Revised:		FLSA Status:	Non-Exempt

JOB SUMMARY:

Under the general supervision of an Administrator or Supervisor, the District Support Specialist plays a key role in fostering positive connections between the District and its stakeholders. This position supports effective communication and contributes to the District's overall image and reputation. With a focus on responsiveness, professionalism, and collaboration, the Specialist helps ensure a positive and well-informed experience for staff, students, families, and the community.

ESSENTIAL FUNCTIONS:

- Serve as the initial point of contact for visitors at the District office by providing courteous and welcoming assistance, addressing inquiries promptly, and directing them to the appropriate personnel to provide a positive, efficient, and professional experience.
- Respond to inquiries from staff, parents, students, and the general public via phone, email, online and in-person.
- Provide timely and accurate information, resolving issues or directing concerns to the appropriate department.
- Support the District's communication efforts, including creating content for newsletters, press releases, and social media.
- Monitor and respond to social media comments and messages, fostering positive community engagement.
- Assist in maintaining and updating the District's website with graphics, themes, and engaging content.
- Manage the District's email inbox, responding to inquiries and forwarding them as needed.
- Manage all incoming and outgoing mail and deliveries, including sorting, distributing, and tracking shipments to appropriate departments.
- Provide general administrative support, including filing, data entry, and record-keeping.
- Assist with the preparation of reports, presentations, and other documents.
- Maintain inventory of office supplies and prepare orders as needed.
- Schedule and maintain calendars, reserve conference rooms, and support meeting logistics.
- Provide training and support to staff on front desk phones and telecommunications systems as needed to ensure efficient and effective use.
- Operate and troubleshoot office equipment such as copiers, computers, and software programs.

OTHER JOB-RELATED DUTIES:

- Perform related duties within the scope of the job classification as assigned.

REQUIRED QUALIFICATIONS:

District Support Specialist

Knowledge of:

- Principles of high-quality customer service, including professional phone etiquette, and conflict resolution techniques.
- Basic English usage, grammar, spelling, punctuation and vocabulary.
- Modern office procedures and equipment.
- Basic web editing and content management system (CMS) functions to update the District's website.
- Social media management, brand marketing, and digital communication.
- Basic mathematics and record-keeping techniques.

Ability to:

- Provide high-quality customer service and effectively address inquiries with courtesy.
- Remain composed and courteous under stress and when faced with difficult personalities.
- Communicate effectively both orally and in writing with diverse individuals and groups.
- Write, edit, and proofread a variety of communications.
- Operate job-related equipment, including phone systems and web-based applications.
- Work independently and collaboratively in a fast-paced environment with constant interruptions.
- Maintain confidentiality and prioritize tasks effectively.

EDUCATION AND EXPERIENCE: Any combination of education and experience that provides the required knowledge, skills and abilities.

Education: High school diploma or equivalent; Associate's or Bachelor's degree preferred.

Experience: Minimum of 3-5 years of professional experience in customer service, communications, or administrative support.

Required licenses, certificates, continuing education, training and other requirements:

- Demonstrated ability to manage web and social media platforms.

DESIRABLE QUALIFICATIONS:

- N/A

WORKING CONDITIONS:

Environment: Indoor/Office environment. Fast-paced environment with changing priorities

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Some lifting, carrying, pushing, and/or pulling as assigned by the position.
- Significant fine finger dexterity.
- Generally, the job requires 70% sitting, 10% walking, and 20% standing.

Hazards:

- N/A

OTHER:

District Support Specialist

Required Testing:

- Pre-employment Test.

Clearances:

- State Mandated Training
- Criminal Justice/Fingerprint Clearance.
- TB Clearance.

Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.