



Franklin Pierce Schools *Job Description*

POSITION TITLE: Counseling Office Coordinator – High School

JOB SUMMARY: The High School Counseling Office Coordinator is responsible for assisting the school counselor(s) and the high school data manager; entering student data into the computer system; scheduling appointments and testing; responding to inquiries from students, parents, district staff, and outside agencies; preparing and processing a variety of documents and forms; maintaining records and files.

ESSENTIAL JOB FUNCTIONS:

- Assists building counselor(s) and principal with daily operations, as required, to ensure a safe and welcoming environment for students, staff, parents, and the public.
- Instructs, directs, and manages office assistants in the Counseling and Career Center.
- Responsible for assisting families with student enrollment.
- Assists the high school data manager with withdrawals, test scores, progress reports, report cards, testing, etc. to meet the needs of students and staff.
- Responds to inquiries from district staff, students, parents, and the public to provide information, clarification, and/or direction to appropriate parties.
- Schedules appointments (e.g. new students and parents, teachers, parent/teacher/counselor conferences).
- Schedules testing dates for new students; tracks new student testing information.
- Prepares, processes, and distributes assorted documents (e.g. correspondence, transcripts, graduation, weekly calendar, awards, enroll/withdraw, testing forms, health records, etc.) to provide information to district staff, students, parents, and the public in order to meet district, state, and federal requirements.
- Assist with inputting and exporting data in the student database (e.g. enrollment, student information, etc.) to provide reliable and accurate information; maintains files and compliance records; checks integrity and accuracy of confidential student data.
- Sorts and distributes department mail.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.
- Two years of office experience in a school setting preferred.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

Skills to:

- Operate standard office equipment, including computer.
- Use proper grammar, spelling and English in both oral and written communications.

Knowledge of:

- District and state policies and procedures.
- General clerical procedures.
- Word processing, spreadsheet, and database software, specifically knowledge of Microsoft Excel, Word, and Outlook software applications.

Counseling Office Coordinator – High School, Continued

Ability to:

- Communicate effectively.
- Establish and maintain positive, productive, and cooperative working relationships.
- Handle confidential matters and information in a professional manner.
- Organize, set priorities, meet deadlines, attend to detail, and follow through on a variety of assigned tasks
- Understand and carry out oral and written instructions.
- Use diplomacy when dealing with students, district staff, parents, and the public.
- Work in an atmosphere where interruptions occur frequently, and priorities are often modified.
- Work independently.

SPECIALIZED PERFORMANCE ABILITIES:

- Must be a reflective learner that values multiple perspectives.
- Must be able to adapt and be flexible to new circumstances as they arise.
- Must be able to collaborate with a team to work positively and diplomatically with potentially difficult people in demanding situations, maintaining a positive demeanor while working toward resolution.
- Must be able to manage, plan, and follow up on details.
- Must be able to sit, stand, squat, bend, and reach; grasp, hold, lift, and maneuver a minimum of 20lbs.
- Must be comfortable with technology and learning new computer skills, to be willing to upgrade skills as requested or required.
- Must demonstrate a sincere interest in representing our school district in a positive and professional manner, both in person and by phone.
- Must have physical hand agility and tolerance for high volumes of computer data inputting.

REPORTING RELATIONSHIP: Reports to the Counselor(s) and the Building Principal

April 2000

Rev. November 2007

December 2008

February 2017

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August 2023

May 2025