Fremont Union High School District

Position: Educational Options (Ed Ops) Support Specialist

Department/Site:	Ed Ops	**Range:**	112
Reports to/ Evaluated by:	Ed Ops Administrator	**Work Year:**	245
		Months:	12

Summary of Basic Functions & Responsibilities

Under the supervision of the Educational Options Administrator or designee, performs complex clerical, budgetary and administrative support duties, as well as statistical record keeping duties related to the enrollment, grading, graduation or withdrawal of the alternative high school student population. Maintains and archives academic records. Coordinates district-wide processes related to expulsion, attendance and chronic absenteeism. Provides support and communicates information to students, staff, the public, and other agencies. Understands and works effectively with people of differing cultures.

Essential Duties & Responsibilities

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- Performs administrative support that involves applying a working understanding of the functions and procedures of the school site, with a basic understanding of functions and procedures of other organization units.
- Coordinates and schedules meetings as directed. Prepares schedules and informs participants, confirming dates and times.
- Prepares informational packets for others to use in presentations and meetings.
- Coordinates 504's.
- Processes conference requests.
- Receives walk-in guests and telephone inquiries from a variety of individuals including students, parents, community members, teachers and administrators.
- Organizes work by setting up and maintaining calendars, schedules, lists, manuals and directories, business and academic calendars and cycles, then establishing and sequencing deadlines and/or time lines for projects, activities, and required submissions and reports.
- Responds to requests for information of a specialized or confidential nature requiring the use of discretion and judgment in explaining regulations and procedures. Refers difficult or sensitive matters to the appropriate administrator.
- Prepares and types letters, memoranda, forms, reports, bulletins, handbooks, questionnaires, requisitions and documents with minimum direction. Reviews forms and materials for completeness, accuracy and conformance with established requirements.
- Prepares and processes purchase orders, invoices, expense forms, claims, and payroll timesheets, verifying available funds and coding to proper budget category.
- Provides assistance and information to members of law enforcement, school personnel or the public in a variety of matters requiring a detailed and current knowledge of rules, procedures, policies, precedents, discipline and activities.
- Maintains and updates a variety of detailed records, files and reports related to student enrollment, eligibility for graduation; maintains confidentiality of records and information.
- Maintains current knowledge of District and State graduation requirements and applicable codes and laws and assures compliance with established regulations and timelines, including maintaining necessary records and backup data for audit purposes.

- Prepares transcripts as requested and provides, as appropriate, information contained in permanent student records as requested by other schools; forwards academic, health and other records as appropriate.
- May verify enrollment and attendance records, as well as respond to inquiries from Social Security, Social Services, Law Enforcement Agencies, Department of Education, Military Agencies, and other authorized agencies.
- Prepares and distributes grade reporting material for entry to student data and administrative files and data tables. Initiates data processing that produces grade reports.
- Interacts positively and courteously with all members of the community.
- Provides administrative support to meetings, expulsions and projects, such as student services, discipline functions and committees. Prepares informational packets, form revisions, and final document to support proceedings.
- Provides support for the student expulsion process: gathers, edits, and organizes documentation; creates reports for family, expulsion panel and Board of Trustees; helps establish timelines; and organizes hearings.
- Support attendance procedures:
    - Update and maintain District Attendance handbook
    - Coordination with site-Attendance Account Specialists and Assistant Principals
    - On an as needed basis, provide training to any newly hired site-Attendance Account Specialists
- Refers serious attendance problems according to established procedures. Assists in identifying and resolving problems of students with frequent absenteeism.
- Maintain and update as necessary, Chronic Absenteeism Intervention (CAI) handbook and support ongoing implementation.
- Assist with facility management matters (keyless entry and physical keys, security system, indoor/outdoor lighting and, temperature control).
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills:

- Requires in-depth knowledge of registration and student file requirements, policies, and procedures, including origination and compilation of cumulative student records, the course/activity schedules of the school, and matriculation and graduation requirements.
- Requires in-depth knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing.
- Requires knowledge of applicable District policies and procedures and State codes.
- Requires a well-developed knowledge of and skill at using computer-aided office productivity software and special applications for storing and retrieving student information.
- Requires record keeping, data entry, file management, general office and clerical skills.
- Requires skill at organizing and developing controls and procedures for the security and privacy of alpha and numeric student data.
- Requires sufficient human relations skills to convey a positive image of the school, school performance, programs, policies, and procedures to new students and parents.
- Requires sufficient writing skills to prepare routine, yet professional correspondence and reports.
- Requires the ability to maintain complex sets of records and reports consistent and compliant with defined requirements.
- Requires the ability to translate subjects and credits from other schools and adapt them to the District's grading system and school calendar.
- Requires the ability to interpret, apply, and communicate District policies and procedures and State Education Codes covering registration, records, matriculation, and graduation.
- Must be able to interact with a diverse range of formal and informal contacts with courtesy and patience.
- Requires the ability to maintain confidentiality of records and information.

- Requires the ability to understand and implement constant changes involving district and state policies.
- Requires the ability to perform the duties of the position efficiently and in an open environment with interruptions and distractions.
- Must be able to perform clerical and secretarial work with speed and accuracy.
- Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines.
- Requires basic knowledge of laws, regulations, policies and procedures governing school operations and services including curriculum, instruction and assessment.
- Requires a working knowledge of personal computer-based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, and database software used in education.
- Requires business mathematics skills to compute sums and basic statistics.

Physical Abilities:

- Must be able to function indoors in an office environment engaged in work of primarily a sedentary nature.
- Requires ambulatory ability to sit for extended periods of time, to utilize computers and peripheral equipment, accomplish other desktop work, and to move to various campus locations.
- Requires the ability to use near vision to read printed materials.
- Requires auditory ability to carry on conversations in person and over the phone.
- Requires the ability to retrieve work materials from overhead, waist, and ground level files.
- Requires manual and finger dexterity to write, use a keyboard to operate a computer, and other standardized office equipment requiring some repetitive motions.
- Under some circumstances, further testing may be required to determine if an applicant is able to perform the essential duties with or without reasonable accommodation.

Education:

- The position typically requires a high school diploma or equivalent, and five years of increasingly responsible office experience providing administrative support in records, attendance, or data entry. College-level course work may substitute for some experience.

Licenses & Certificates

- May require a valid driver's license.
- Requires fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions

- Work is performed in a high school office with continuing disruptions and distractions.