GENERAL INFORMATION

TITLE..... Student Services Coordinator
DEPARTMENT..... Student Services
LICENSURE..... Not Applicable
ENDORSEMENT..... Not Applicable
CLASSIFICATION ..... Confidential
FLSA STATUS..... Exempt
REPORTS TO..... Assistant Superintendent for Student Services or his/her designee
SUPERVISORY RESPONSIBILITIES..... Not Applicable
PRIOR EXPERIENCE..... Experience as an administrative assistant/secretary is preferred
EVALUATION..... Evaluated by the Assistant Superintendent for Student Services and/or other certified evaluators using the agreed upon evaluation tool.

JOB GOAL(S)

Under general supervision from administration, the employee will:

- Provide administrative support to various stakeholders at the site; including staff, students, and visitors. Establish and maintain records; compile and distribute materials and reports; and respond to inquiries from a variety of internal and external sources. Ensure smooth and efficient operations of the Department for Student Services and any extension of the department to ensure that the maximum positive impact on staff success and student learning can be realized.

MAJOR DUTIES & PERFORMANCE RESPONSIBILITIES

The criterion indicated below are intended to describe various types of work that may be performed. The exclusion of specific responsibilities does not prohibit them if the work is similar, related, or a logical task of the position.

General

- Maintain a working knowledge and awareness of special education laws and specific regulations related to documentation and reporting of those laws.
- Work with the building administration to ensure the efficient operation of the Department for Student Services.
- Adhere to the School Code, State and Federal guidelines and District policies/procedures.
- Use verbal and written communication, including email, appropriately and professionally.
- Analyze urgent situations accurately and exercise judgment in taking effective action when dealing with parents, students, and co-workers of all levels.
- Assist the Department for Student Services with organizing special programs and parent events.
- Monitor, update, and assist with the maintenance of the Department for Student Services webpage.
- Complete a high volume of computer data entry work, using District computer programs, to input a high volume of data with speed and accuracy, including confidential data, in an environment with constant interruptions.
- Independently answer routine questions and correspondence not requiring the supervisor's attention.
- Professionally represent school and District administrators as directed in communications with constituents providing accurate information, facilitation and problem resolution.
- Maintain close communication and working relationship with District personnel, building level administration, school psychologist, school counselors, speech-language pathologists, school social workers, special education teachers, OT/PT and representatives from outside agencies.
- Process submitted IEP's and review for accuracy and compliance including verification of service.
- Assists with coordination of student transportation needs.
- Assist with the organization of the Extended School Year program.
- Assist Department for Student Services during all phases of compliance reviews.
- Serve as a resource to other staff in using student services technology programs.
- Support other District Center needs wherever applicable.

Managing Teacher Assistant and Student Services Support Staff

- Consult with the Department for Human Resources to ensure that policies comply with federal and state law.
- Receive and maintain extensive training aligned with District hiring protocols.
- Recruit, screen, interview, and recommend for hire to the Department for Human Resources to fill vacant positions.
- Plans and conducts new teacher assistant orientation to foster positive attitude toward District goals.
- Advise supervisor in appropriate resolution of teacher assistant employment issues.
- Responds to inquiries regarding policies, procedures, and programs.
- Participate in the coordination of teacher assistant placements specific to student needs.
- Surveys outside providers in the event that traditional hiring protocols fail to yield qualified candidates.

Reporting and Regulations

- Assist with the preparation and submission of state and federal reports, such as but not limited to the following:
    - Personnel Reimbursement
    - Special Education Pupil Reimbursement
        - Private Facility Reimbursement
        - Excess Cost Reimbursement
        - Orphanage Reimbursement
        - Summer School
    - IDEA Flow-through Part B & Preschool Grants
    - IDEA Grant Expenditure Reports (submitted quarterly)
    - Room and Board Reimbursement
- Assist the Department for Student Services in budget management.
    - Update the Department for Student Services budget planning document annually.
    - Project student tuition and revenue for the next fiscal year.
    - Prepare and submit purchase orders.
    - Reconcile bills and track purchases.
    - Assist with budget preparation and tracking.
- Develop annual contracts for state approved therapeutic facilities (day and residential).
- Maintain student attendance for students enrolled in therapeutic facilities (day and residential).
- Prepare the annual Timely Meaningful Consultation (TMC) paperwork and submit a copy to the appropriate State and/or Federal agencies following the meeting.
- Assist the Department for Student Services in notifying case managers to ensure that deadlines related to IDEA documentation, data reports, or required special education reports are met in a timely fashion.
- Responsible for submitting and maintaining accurate information to the appropriate database systems which report directly to the State.
- Compile numerous reports, memos, agendas, and meeting notes for either the District and/or building sites.

Records Management and Maintenance

- Perform record keeping (confidential and non-confidential) and general and program specific clerical functions (e.g. scheduling, copying, faxing, etc.) for the purpose of supporting administrator and/or site with necessary materials.
- Responsible for maintaining accurate records in the applicable sections of the student information system.
- Oversee process of receiving special education student records of incoming students and preparing them accordingly.
    - Manage 8th grade file transfer to high school
    - Respond to requests for records for former students
    - Manage student record archives utilizing various software system
    - Request records for new students and forwards records of withdrawing students to receiving districts relating to special education students in accordance with current, District, State, and Federal requirements.
- Maintain the computerized special education student information system and adhere to a regulated filing system, as well as maintain locked confidential student files, and processes incoming correspondence as needed as prescribed by State and Federal guidelines and District policies/procedures.
- Assist with annual transition IEPs and the transfer of files from District schools.
- Track appropriate medical protocols for students including required forms, paperwork, training and procedures consistent with State and Federal guidelines and District policies/procedures.
- Interpret and evaluate transcripts of incoming students.
- Maintain a variety of files, documents and student records (e.g. grades, transcripts, academic achievement records, etc.) for the purpose of documenting and/or providing reliable information relative to student records.
- Perform enrollment and unenrollment activities in the student information system and prepares and maintains permanent student record and cumulative folders for all students (e.g. requests records on new students, data entry of all student records) for the purpose of ensuring compliance with financial, legal, state or federal requirements.
- Review established guidelines in evaluating incoming student records.

- Monitor and maintain orders of protection, parenting agreements, and legal verbiage specific to protecting students.

Confidentiality

- Provide confidential administrative assistant services to Department for Student Services using discretion with frequent sensitive student issues, as well as matters of concern involving department staff members.
- Track, organize, and maintain extensive confidential files on all special education students in the District.
- Maintain all special education and confidential records and inquiries in compliance with State and Federal guidelines and District policies/procedures.
- Maintain a high level of ethical behavior and confidentiality of information about students.
- Perform confidential file notification and destruction in accordance with State and Federal guidelines and District policies/procedures.

MENTAL DEMANDS

Knowledge

The employee is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include knowledge of various software packages including GoogleApps for education, word processing, and spreadsheet creation; parent notification systems, working knowledge of basic hardware operations used by the district including but not limited to white boards, chrome books, laptop/desktop, and iPads.

Ability

The employee is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use basic, job related equipment. Flexibility is required in this position to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using defined methods. Problem solving is required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; being attentive to detail; meeting deadlines and schedules; adapting to changing work priorities; displaying patience, a sense of humor, and teamwork.

Education/Preparation

At a minimum, the employee shall possess the equivalent of a high school diploma. However, verifiable college coursework beyond a high school diploma is preferred.

Reasoning

The employee shall possess the ability to define problems, collect data, establish facts, and draw valid conclusions. The employee shall possess the ability to solve practical problems and deal with a variety of abstract and concrete variables in situations where only limited standardization exists. The employee shall possess ability to interpret an extensive variety of technical instructions in written, oral, diagram or schedule form.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, talk, hear, taste, and smell. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works inside and works in an educational setting with children of varying ages and abilities. Work duties may include occasional work in outdoor weather conditions and is subject to noises associated with an educational environment both indoors and outdoors. However, the noise level in the work environment is usually moderate. The employee is partially responsible for the safety and well-being of various school stakeholders. Duties may occasionally be performed in libraries, cafeterias, parking lots, gymnasiums, auditoriums, and hallways

The mental demands, physical demands, and work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow an employee with disabilities to perform the essential functions.

ADOPTED

- December 18, 2025