

Washington West Supervisory Union Job Description

JOB TITLE: Student Support Services Assistant

FLSA STATUS: Non-Exempt

UPDATED: FY 2014

POSITION OBJECTIVES: To effectively serve and assist the Director of Student Support Services by coordinating and performing a variety of key administrative support functions related to special education, and other student services. To assist in maintaining a professional, friendly, positive and respectful work atmosphere with an emphasis on team work and providing effective and timely direct service to the central office clients and customers, and other service groups as needed or requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

General Support Services Duties

- Performs a variety of basic and specialized secretarial and clerical functions, and key administrative support functions for the Student Services office:
- Answers the main Student Services phone line and the incoming phone line for the Director of Student Support Services; greets and assists callers and visitors; schedules appointments; returns phone calls as requested; etc.
- Maintain appointment calendar for the Director of Student Support Services.
- Designs, implements and maintains departmental filing, record keeping and reporting systems, including computer applications.
- Develops, updates, maintains and distributes various written documents related to student support functions, such as letters, agendas, memos, general forms, reports, policy statements, procedure manuals and other informational materials as needed or requested.
- Participates in key departmental planning activities and special projects related to student support functions, with a focus on: researching and/or compiling background information/data; drafting outlines, policies, procedures, schedules, forms, and other related material; creating and running specialized reports; coordinating the implementation of new program plans or operating policies/procedures/schedules; and the like.
- Organizes and coordinates various student support activities/events: Schedules appointments, organizes and coordinates facilities and other meeting arrangements, makes and coordinates travel arrangements, organizes and coordinates staffing, advertising/promotion, and the like.
- Confers regularly with the Director of Student Support Services to review incoming mail; plan, coordinate and evaluate programs, projects, activities, and policies; discuss personnel; exchange information; resolve problems, and the like.
- Keeps abreast of current WWSU policies and procedures related to student services, and other relevant special education regulations & legislation, and helps communicate and enforce compliance with such.
- Attends and participates in various meetings and training sessions related to student services.
- Informally represents the Director of Student Support Services to various internal constituencies, referring unusual problems or issues directly to the Director of Student Support Services as appropriate.
- Coordinates and assists with various special projects as requested.
- Performs other specialized/technical tasks related to assigned functions.

- Opens and properly distributes mail for the Student Services office daily; monitors for items that are time sensitive or require immediate attention.
- Photocopies, collates, labels and distributes a variety of written materials as requested.
- Plans and prepares a variety of regular and special reports, charts, tables and graphs related to assigned functions, involving background research, compiling and analysis of data from a variety of sources, and so forth.
- Orders supplies for the Student Services office; processes purchase orders. - Types, proofs and edits correspondences, reports and other materials upon request; regularly drafts routine correspondence for signature.
- Troubleshoot routine problems when Director is not available.
- Coordinates, initiates, prepares, processes, and/or monitors a variety of forms, records, schedules, reports, and other documents related to assigned administrative functions, ensuring timely and accurate completion/review of documents.
- Oversees and monitors the quality of the work performed to ensure accuracy and timely completion.
- Performs other specialized/technical tasks related to assigned functions.

Special Education Functions

- Tracks and maintains files for IEP and 504 students.
- Plays a key role in the development of the Service Plan for all school districts: Coordinates informational needs; requests and compiles information; processes data to develop the Service Plan; confers with the Director of Student Support Services to complete the Plan; submits the Plan.
- Troubleshoots technical questions from special educators referring to supervisor as necessary for more complex issues.
- Performs and reports Child Count and placed ADM count yearly for the state.
- Reviews and critiques special education paperwork for errors.
- Tracks and reports Care and Custody students and Excess Cost students to the state.
- Set up and assists with the coordination of Professional Development training for special educators and instructional assistants under the direction of the Director of Student Support Services (ie. August inservice for teachers and paraeducators, trainings sponsored by the state, January inservice, etc.).
- Tracks, troubleshoots and arranges technology needs with IT for special educators i.e. purchasing computers, printers etc, software programs (i.e. Filemaker Pro).
- Oversees monitoring and audits by the Department of Ed: Coordinates with state; schedules all activities; sends out surveys; communicates audit requests to special educators; gathers requested files; double checks paperwork; answers questions; monitors improvement plans and send documentation to state.
- Sets up and assists with the coordination of Summer school program under the direction of the Director of Student Support Services.

Fiscal Responsibilities

- Compiles data and assists with preparation and maintenance of budgets in collaboration with the Director of Student Support Services. Prepares and processes budget documents and purchase orders to pay bills out of the budgets (i.e. tuition, transportation, outside service providers, supplies and equipment, instructional materials, etc); monitors and maintains account balances and monitors expenditures for all related funds; compiles and prepares revenue status reports for extraordinaries, grants, service plans, child count, and the like.

- Assists with the development and oversight of student services related grants (IDEA-B, BEST, Parent to Parent, Welcome Baby, etc.) and performs bookkeeping functions related to the grants; assists with the writing of grants; tracks, records, and monitors revenues and expenditures; pays related invoices; prepares reports, etc.

SUPERVISION RECEIVED: Reports to, supervised and evaluated by, and receives assignments and direction from the Director of Student Support Services.

SUPERVISORY RESPONSIBILITIES: Responsible for training and assisting co-workers in areas of knowledge, training and/or expertise to ensure a smooth transition of duties and to provide effective backup.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, in addition to the following:

- **Education and Experience.** Associate's degree in special education or other appropriate discipline plus 3 to 4 years of relevant special education and clerical and administrative experience, or a combination of education and experience from which comparable knowledge and skills are acquired. Good working knowledge of Vermont special education law. Good understanding of the organization of the public education structure and administrative operations.
- **Language Skills.** Ability to read and interpret documents such as policies, operating practices, procedure manuals, and governmental laws and regulations. Ability to write reports, advertisements, business correspondence, newsletters, and procedure manuals. Ability to effectively present information and respond to questions from parents, students, community members, board members, administrators and employees of organization.
- **Mathematical Skills.** Ability to calculate percentages, proportions, averages, and other concepts of basic algebra.
- **Computer Skills and Experience.** Previous experience in organizing and maintaining moderately complex filing and record keeping systems, including computerized information systems. Proficiency with spreadsheet, word processing and database programs required. Microsoft Office experience preferred.
- **Reasoning Ability/Mental Requirements.** Demonstrated ability to use discretion and independent judgment. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply a variety of instructions/policies/procedures/practices furnished in written, oral, diagram, or schedule form.
- **Communication & Interpersonal Skills.** Ability to communicate courteously, efficiently and effectively with a variety of individuals, including students, faculty, administrators, parents, and representatives of outside organizations. Ability to work cooperatively and effectively with peers, subordinates, supervisors, parents, and outside agencies.
- **Other Personal Characteristics.** High accuracy & attention to detail. Strong organizational skills. Proven ability to work effectively without specific direction, and with minimal supervision.

PHYSICAL EFFORT AND STRESS: Physical ability to perform the essential functions of the job as outlined above, in addition to the following:

While performing the duties of this job, the employee is frequently required to stand, walk, and sit. The employee is regularly required to see, talk and hear. The employee is regularly required to reach with hands and arms; use hands to finger, handle, or feel. The employee is occasionally required to stoop, kneel, or crouch. The employee must occasionally restrain, carry, move, lift and/or assist with lifting school-aged students. Specific vision abilities required by this job include close vision, distance vision,

color vision, peripheral vision, depth perception, and ability to adjust focus. Employee is occasionally required to drive. Employee is regularly required to handle stressful situations and resolve conflicts.

WORKING CONDITIONS: While performing the duties of this job, the employee is occasionally exposed outside weather conditions. The noise level in the work environment is usually moderate.

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This general outline illustrates the type of work, which characterizes the Job Classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.