

# **SAN MATEO COUNTY OFFICE OF EDUCATION**

## **CLASS TITLE: STUDENT SERVICES SPECIALIST**

### **BASIC FUNCTION:**

Under general direction, lead and participate in a variety of student services support functions including student attendance, record-keeping, registration, enrollment and computer system functions; act as a liaison and technical resource concerning assigned administrative functions; prepare and maintain a variety of manual and automated records, reports and files; collect, input and analyze data to meet various program reporting needs; generate various reports and analyze the output of data to ensure accuracy and integrity; act as liaison between department and external agencies regarding data and data systems; train and provide work direction and technical assistance to assigned personnel.

### **REPRESENTATIVE DUTIES:**

The following essential duties serve to demonstrate the general types of duties and functions this position requires, but may vary slightly depending on the program/division for which the position exists under.

### **ESSENTIAL DUTIES:**

Lead and participate in a variety of student services support functions including student attendance, record-keeping, registration, enrollment and computer system functions; oversee and assure smooth and efficient student service processes and assist in assuring program/division needs are being met; assist in assuring proper registration, enrollment, attendance accounting and assessment data reporting of students served by the Educational Services Division programs.

Oversee and participate in student enrollment, attendance, and assessment functions; review and audit data, records, reports and files to ensure accuracy, completeness and compliance with established requirements; make corrections and notify staff of corrections as needed.

Lead and participate in the preparation and maintenance of various records, reports and files related to students, attendance, enrollment, demographics, grades, student assessments, credits, enrollment, programs and assigned activities; verify and assure accuracy and completeness of records and reports.

Serve as a liaison and coordinate with SMCOE staff and service providers on matters involving attendance, student registration, attendance accounting and other communications and information between the County Office, schools, staff, faculty, administrators, outside agencies and others; resolve related issues, conflicts and discrepancies in a proper and timely manner.

Train and provide work direction and guidance to assigned personnel; assign duties to appropriate personnel and review work for accuracy, completeness and compliance with established standards and procedures; provide input concerning employee evaluations as requested.

Serve as a technical resource concerning data systems and other assigned functions; provide technical information concerning related classes, student enrollment, updates, issues, grades,

student assessments, credits, fees, standards, requirements, practices, processes, policies and procedures.

Oversee and participate in a variety of registrar functions; develop registrar time lines; oversee the set-up of course codes, class sections and skill lists; assure proper processing of student certificates; oversee the closing out of classes; collect and account for program fees; distribute grade reports.

Prepare and maintain monthly Average Daily Attendance matrices, charts and reports; oversee the maintenance of attendance files and related registrar functions in preparation of annual attendance audits as directed.

Conduct training activities for designated internal staff and service providers concerning assigned data system functions; prepare and deliver oral presentations; explain related systems, records, reports, standards, guidelines, practices, procedures and techniques; develop, maintain and distribute training materials.

Provide a variety of administrative support services; develop fiscal calendars; advise faculty and prepare and distribute instructions concerning grades, student assessments, credits, codes, enrollment, time lines, forms and registration; distribute class updates; schedule and participate in various events.

Oversee and participate in the input, scanning, updating and retrieval of a variety of attendance, registration, enrollment and other data in an assigned computer system; establish and maintain automated records and files; initiate queries and generate computerized reports.

Lead and participate in distributing, collecting and processing a variety of attendance, enrollment and information forms; process student grades, student assessments, and credits; review forms for accuracy and completeness; make corrections as needed.

Confer and collaborate with technology personnel concerning computer system, software, reporting, maintenance and query needs and issues; arrange for new system user accounts as needed; work with staff to resolve issues and malfunctions related to computer systems and software use.

Compile, compose and distribute a variety of correspondence such as letters, announcements, calendars, newsletters, forms, certificates, handbooks, agenda items, website updates, advertisements and other materials.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Participate in a variety of other assigned activities such as conducting surveys, assisting with promotional and marketing functions, collecting and accounting for fees, and processing fee waivers

Attend and participate in various meetings and in-services as assigned; present information and materials related to assigned program, students, registration, enrollment and other assigned activities; participate in outreach and student recruitment activities at school sites and in the community by

assisting counselors and other department personnel in presenting information about classes, and explaining class registration procedures; provide recommendations to administrators concerning methods and strategies for enhancing student service processes.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Student attendance policies, procedures, terminology and attendance accounting methods.

Registration and student enrollment procedures and requirements.

Record-keeping and report preparation techniques.

Educational Services Division or other department's services, standards, requirements and procedures.

Uses and operation of data base applications.

Policies and objectives of assigned programs and activities. Data control procedures and data entry operations.

Correct English usage, grammar, spelling, punctuation and vocabulary. Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a variety of office equipment including a computer and assigned software.

Principles of training and providing work direction.

Methods of collecting and organizing data and information. Public speaking techniques.

**ABILITY TO:**

Lead and participate in a variety of department support functions including student attendance, record-keeping, registration, enrollment and computer system functions.

Serve as a liaison and technical resource concerning assigned functions. Train and provide work direction and guidance to assigned personnel.

Resolve attendance, registration and enrollment issues, conflicts and discrepancies in a proper and timely manner.

Conduct training activities for designated personnel concerning assigned functions.

Utilize an assigned computer system to input, scan and update student information.

Distribute, collect, verify, process and file a variety of attendance, registration and enrollment forms. Learn, interpret, apply and explain rules, regulations, policies and procedures.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others. Operate a computer and assigned office equipment.

Analyze situations accurately and adopt effective courses of action. Meet schedules and timelines.

Work independently with little direction.

Prepare and maintain various narrative and statistical records, reports and files.

Collect, input, analyze and manipulate data using various data software systems

Query, sort, filter and manipulate data to meet reporting needs

Provide technical assistance to database users.

Implement and maintain database system applications.

Analyze data system malfunctions, and take operational corrective actions to keep data

systems operating.

Prepare and deliver oral presentations and training sessions.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate's degree and three years' experience working with student recordkeeping data systems, enrollment, registration, attendance, or related functions.

**LICENSE:** California Driver License

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Constant interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Sitting for extended periods of time.

Seeing to read a variety of materials.

**Personnel Commission Approval:**

Revised: June 8, 2022

September 10, 2008