



**Job Title:** Student Services Hourly Pool

**Exemption Status/Test:** Nonexempt

**Reports to:** Student Services Coordinator

**Date Revised:** December 2024

**Dept./School:** Student Services

**Pay Grade:** PTHRLY

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**Primary Purpose:**

Provide comprehensive administrative support by ensuring confidentiality, coordinating schedules, maintaining accurate documentation, fostering effective communication with diverse families, and collaborating with colleagues to support the Student Services department and achieve team objectives.

**Qualifications:**

**Education/Certification:**

- High school diploma or equivalent
- Bachelor's degree, Associate's degree, or 48 college credit hours preferred
- Must be able to attend tutor training twice per school year

**Experience:**

- Some experience working with children in an educational setting

**Special Knowledge/Skills:**

- Knowledge of basic computer skills
- Ability to speak, read, and write English and Spanish fluently
- Ability to manage multiple projects within the deadline
- Possess strong organizational skills and detail-oriented
- Effective telephone/communication skills
- Possess strong interpersonal skills
- Exhibit initiative in executing office duties
- Ability to handle confidential information in a professional manner

**Major Responsibilities and Duties:**

1. Ensure confidentiality when handling sensitive family documentation and information.
2. Coordinate and schedule family appointments utilizing various scheduling platforms efficiently.
3. Communicate effectively with non-English-speaking parents to gather information about their children's educational backgrounds.
4. Organize and maintain documentation using an alphabetical filing system for accuracy and accessibility.
5. Support the Student Services department by managing the reception area, answering phone calls, and maintaining accurate daily logs.
6. Collaborate effectively with colleagues to complete tasks and achieve team objectives.

**Other**

7. Follow district safety protocols and emergency procedures.
8. Perform all other duties as assigned.

**Supervisory Responsibilities:**

None

**Mental Demands/Physical Demands/Environmental Factors:**

**Tools/Equipment Used:** Personal computer and peripherals; standard instructional equipment

**Posture:** Prolonged standing; frequent kneeling/squatting, bending/stooping, pushing/pulling, and twisting

**Motion:** Frequent walking

**Lifting:** Regular light lifting and carrying (less than 15 pounds); may lift and move textbooks and classroom equipment.

**Environment:** Work inside, may work outside; regular exposure to noise

**Mental Demands:** Maintain emotional control under stress; work prolonged or irregular hours

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This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Received by \_\_\_\_\_ Date \_\_\_\_\_