

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
CLASSIFIED JOB DESCRIPTION**

Job Title: Student Support Specialist

Department: Instructional

**Grade H
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: September 2019

Reports To: Director of Accountability

Purpose of Job

The purpose of this job is to assist in managing the Student Access Coordinator and District Lead Counselor offices and procedures, while serving as liaison between instructional team, accountability team, administrators, teachers, students and visitors.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Utilizes Power School, Microsoft Word, Excel, Power Point, MUNIS, File Maker Pro, Various Web Browsers, (Safari, Fire Fox, Chrome, and Internet Explorer) and e-mail to support instruction, student support services and K-12 at-risk/afterschool programs' needs.

Utilizes web-based data management, student information (SIS) and curriculum sites (Power School, Easy 504, Connections Learning, Fuel, A Plus Learning Information Systems and Rosetta Stone).

Duties require assisting with Section 504 Coordinators, afterschool program leads, counselors and virtual programs' trainings. Trainings include dissemination of student support program policies and procedures.

Provides assistance to principals, teachers, counselors, senior leadership team, senior instructional team on working with data management systems, student information systems, and virtual learning systems.

Provides assistance to Senior Instructional Team, Accountability Team, administrators, teachers, parents and students with summer registration and transcript transitions.

Provides assistance to the Student Support Coordinator with the monitoring of virtual program students.

Provide assistance to the Lead Counselor with school master schedule trainings and support.

Manage the referral process for the school based Mental Health Co-op.

Develop, coordinate, and lead professional development associated with the Mental Health Co-op.

Maintain confidential records regarding referrals made to DCS and mobile crisis. Follow-up with district personnel to offer further resources and supports as needed.

Manage EdPlan operations for Section 504 Service Plans and school based 504 Coordinators.

Coordinate CMCSS Extension Campus and Zero Tolerance Program providing information to parents, school counselors, and principals. Complete enrollment process with interested families, monitor students' progress, maintain student records of grades and credits earned through programs.

Coordinate distributions for 1:1 laptops for students enrolled in virtual programs. Create technology workorders on behalf of students.

Maintains accurate student information for district, schools, at-risk and afterschool programs as required.

Input data into Excel Spreadsheet or comparable database for virtual, K-12 at-risk, afterschool and student programs as required.

Create and design brochures and other multimedia for counseling programs, Section 504 documents, virtual programs, and other related items.

Sets up and types from copy or rough draft letters, memoranda, or other materials.

Assembles materials, composes, and types, emails, and faxes routine correspondences, reports, and other materials.

Operates several types of standard office equipment including portable scanners and iPads.

Works with and familiar with both the PC and MAC operating systems.

Provides a variety of routine information to the public on request through telephone, email, and in-person correspondence.

Greets visitors, ascertains nature of business and conducts visitors to appropriate person.

Establishes and maintains a filing system for various types of records, forms, correspondence and student support materials.

Assists staff as required in making arrangements for meetings, scheduling appointments, setting up transportation plans for events and travel plans for programs, etc.

Answers telephone and provide information or direct calls/messages to appropriate personnel.

Makes purchases with CMCSS credit card for events, trainings, in store and online ordering. Prepares and submits purchase orders and check requests and submits to vendors.

Assists with various grant activities to include maintaining data, ordering materials and equipment, organizing and setting up events.

Completes work requested by Instructional Team and Supervisors such as typing, phoning, emailing, copying, faxing and delivering materials.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Associate Degree and five years of general office experience to include bookkeeping and data experience; or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System, attendance and student practices as they pertain to the performance of duties relating to the job of Student Support Specialist. Has general knowledge of attendance, enrollment, assessment, descriptive and inferential statistics and student practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear, and effective manner. Have proficient organizational and human relations skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and equipment such as telephones, computers, typewriters, copiers, adding machines, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. This includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Student Support Specialist. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Student Support Specialist.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Student Support Specialist.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date