

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

Job Title: Enrollment & Student Services Specialist: Department: Enrollment Center / Student Services

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

Job Description

Date Reviewed: July 2019

Reports To: Chief of Staff

Purpose of Job

The purpose of this job is to facilitate enrollment of students within Clarksville-Montgomery County School System. Assist in coordinating general office procedures while serving the public in person, or on the telephone. Duties and responsibilities, included but not limited to: answering telephones, registering students, copying registration documentation, answering or referring inquiries, maintaining security of registration documents and maintaining security of student records.

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.

Creates an environment that welcomes our new/returning families and students

Serves as the key point of contact for school level inquiries for enrollment.

Oversees the day-to-day operations of the Enrollment Center.

Answers telephone and provide information or direct calls/messages to appropriate personnel; greet public and serve as liaison between parents, students, and community members. Responds to routine requests for information or assistance from staff, other district employees, or the public. Registers students; verify student eligibility for District enrollment, and scans data into an electronic filing system for transmittal to appropriate school, copies submitted documents.

Requests enrolling students' records and transcripts. Verifies incoming student records for compliance with local requirements.

Prepares and/or generates routine correspondence, forms, reports, and other documents. Copies and distributes correspondence, reports, documents, and other related materials. Receives, opens, and distributes incoming mail; prepares outgoing mail.

Maintains inventory of departmental supplies and initiates orders for supplies. Maintains departmental files and records.

Provides correct registration forms to stakeholders.

Verifies families are residing in requested school/attendance zones and/or provide information for the correct attendance zone.

Reviews enrollment forms and documents for totality; ensures health records are in compliance. Maintains confidentiality of all documents.

Reviews, prepares, scans & saves records pertaining to students' registrations. Monitors online enrollment registration database and coordinates with the Technology Department regarding online registration.

Acts as a key player in development and refinement of registration documents and student records.

Assists with training appropriate school personnel through workshops planned to ensure consistency and compliance with enrollment standards.

Works with other departments regarding various aspects of student enrollment, to include student status and eligibility for District, State and Federal programs.

Excellent customer service skills

Knowledge of policies, procedures, and operations of enrollment of students.

Maintains discipline records from every school in District. Prepares appropriate folders for remandments and expulsions. Acts as Recording Secretary for District's Discipline Hearing Authority. Records the minutes and prepares a summarized transcript of proceedings.

Receives and maintains all documentation received for Home School registration, Open Enrollment applications, and Request for Special Transfer. Reviews for totality and organizes for Student Services and/or committee.

Ability to work efficiently with accuracy and attention to detail in a setting with frequent interruptions and pressure to meet deadlines.

Ability to exercise own initiative and good judgement in handling routine matters.

Additional Job Functions

Perform other job-related duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma (or GED), with one to three years of general office experience required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE OF JOB

Has considerable enrollment 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 Enrollment & Student Services Specialist. 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 law, policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively and appropriately communicate and interact with supervisors, members of the general public and all other groups involve in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical 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.

(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, calculators,, etc. Must be physically able 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, technological, 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 administrative and financial information. 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 position of Enrollment & Student Services 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 Enrollment & Student Services Specialist.

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

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 office 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 minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require 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 elected officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under minimal stress when confronted with an emergency related to the position of Enrollment & Student Services 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