Job Description

Title: Student Services Specialist I  
FLSA Status: Non-exempt
Classification: Administrative Support
Immediate Supervisor: Student Services Coordinator

Job Summary: This position is responsible for supporting the Executive Director and Coordinator in providing appropriate student assistance, activities and support to prospective and current students in a hands-on capacity.

Hiring Specifications:
Education
- High school diploma or equivalency
- Bachelor’s degree in social work, human services or related field, preferred

Certification
- Valid driver’s license and dependable vehicle for in-district travel

Experience
- 1-2 years working in a school setting with diverse populations and in an urban environment

Skills, Knowledge & Abilities
- Ability to exercise good judgment in recognizing scope of authority and protecting confidential information
- Ability to efficiently and effectively resolve complaints and conflicts while following district policies
- Knowledge of and experience working with a diverse group of people
- Ability to establish sound working relationships and cooperative arrangements with community groups and organizations
- Organizational skills and ability to prioritize
- Ability to work effectively, cooperatively and respectfully with staff, parents, students and community members regardless of race, color, creed, gender, sexual orientation, gender identity, ethnic/national origin, religion, marital status, age, socio-economic status or disability
- Ability to build effective working relationships
- Ability to provide customer service in a fast-paced environment
- Must be able to handle emotionally charged situations
- Must be able to work frequent evenings

Technology Requirements
- Word processing skills
- Spreadsheet skills
- Electronic presentation skills
- Web navigation skills
- E-mail management skills
- Computer network knowledge applicable to the position
- Knowledge of computer-related storage devices
- Knowledge of Infinite Campus student reporting system
Supervision of Others:
• N/A

Personal Contacts:
• District personnel
• Parents, students, community members
• Law enforcement
• Student leaders
• Advisory and district committee members
• County Attorney’s Office
• DE personnel

Job Duties:
1. Serves as a liaison between school and home environments.
2. Maintains case files, documentation and reports.
3. Serves as a contributing member on district and community task team meetings.
4. Fields calls regarding student transportation issues and concerns.
5. Conducts home visits to previous dropouts in an effort to re-enroll them in district programs.
6. Assists with attendance efforts of the district and maintains communication with the Black Hawk County Attorney’s Office.
7. Assists with School Supply projects and other programs (Food Backpacks) that help families in need.
8. Completes tagging process of all homeless students in the district.
9. Completes Department of Education reports as directed by the Executive Director of Student and At-Risk Services or Student Services Coordinator.
10. Assists with dropout prevention efforts for students in the district.
11. Works with parents, students and staff to resolve problems, concerns or issues.
12. Travels regularly to all buildings providing assistance to building staff with student needs as necessary.
13. Completes other duties as assigned.

Physical Requirements:

<table>
<thead>
<tr>
<th>Activity</th>
<th>NEVER 0%</th>
<th>OCCASIONAL 1-32%</th>
<th>FREQUENT 33-66%</th>
<th>CONSTANT 67%+</th>
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<tbody>
<tr>
<td>A. Standing</td>
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<td>X</td>
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<tr>
<td>B. Walking</td>
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<tr>
<td>C. Sitting</td>
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<td>D. Bending/Stooping</td>
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<td>E. Pushing/Pulling</td>
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<td>F. Reaching</td>
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<tr>
<td>G. Climbing/Stairs</td>
<td>X</td>
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<tr>
<td>H. Driving</td>
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<tr>
<td>I. Lifting</td>
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<td>Up to 50 lbs.</td>
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<tr>
<td>I. Lifting</td>
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<td>(5-10 times per year)</td>
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<tr>
<td>J. Carrying</td>
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<td>Up to 50 lbs.</td>
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<tr>
<td>J. Carrying</td>
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<tr>
<td>K. Manual Dexterity Tasks</td>
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<tr>
<td>Telephone</td>
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<tr>
<td>Computer</td>
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<td>Other</td>
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<thead>
<tr>
<th>Working Conditions</th>
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<tbody>
<tr>
<td>Inside</td>
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<td>X</td>
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<tr>
<td>Outside</td>
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<td>X (traveling between buildings)</td>
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<tr>
<td>Extremes in temp/humidity</td>
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<td>X (traveling between buildings)</td>
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</tbody>
</table>

**Terms of Employment:** Twelve-month contract per Board policy and administrative guidelines.

**Date Last Revised:** 11/19/10