

**Metropolitan Education District  
Program Representative**



<b>Location:</b>	<b>Metropolitan Education District (MetroED) 760 Hillsdale Avenue, San Jose CA 95136</b>
<b>Reports To:</b>	<b>Principal</b>
<b>Classification:</b>	<b>Classified; CSEA bargaining Unit</b>
<b>Date Approved:</b>	<b>11/14/2001, 10/27/2015</b>
<b>Dates Revised:</b>	
<b>Position Control:</b>	<b>142236, 142237, Salary Schedule 2, Range 28, 10.25 Month Work Year</b>

**POSITION DESCRIPTION:**

Under the limited supervision of a designated supervisor, provide assistance to administrative personnel for providing customer support to MetroED's Districts and business and community organizations regarding educational programs and services. This includes student recruitment, program liaison activities and general support of unit or District programs.

During the regular course of work may have access to or gain information regarding privileged information. Privileged information may include student and/or parent information as well as information regarding fellow employees. It is expected that this position will not release any privileged information about students, staff or any topic properly confined to a closed session of the Board.

**AREAS OF RESPONSIBILITIES/DUTIES:**

**Essential Functions:**

- Plans, prepares and implements activities for recruitment of students
- Arranges and conducts tours, open houses and other events
- Assists with program public relations and marketing
- Represents the District at public events and educational fairs
- Meets with and provides educational information and assistance to students, parents, counselors, school administrators and business, industry and community organizations
- Assembles and distributes program informational materials
- Helps research funding sources
- Conducts surveys and prepares reports as requested; attends meetings
- Acts as liaison for program administrator
- Performs related work and other duties as required
- Must be willing to work flexible schedule that may include evenings

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- MetroED educational programs and class offerings
- Class scheduling
- MetroED Districts and staffing
- Current office procedures and practices
- Method of collecting and organizing data and information
- Business letter and report writing, editing and proofreading
- Public relations techniques
- Knowledge of computers; telephone techniques
- Ability to work on a variety of tasks simultaneously
- Maintain cooperative relationships with coworkers
- Use common courtesy in the course of duties

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**EMPLOYMENT STANDARDS (continued):**

**Ability to:**

- Effectively and enthusiastically represent the District and its programs
- Conduct effective presentations with small or large groups
- Create and maintain relationships with MetroED customers
- Work a flexible schedule, which may include evenings and occasional Saturday or Sunday
- Communicate clearly in oral and written form
- Provide excellent customer service and follow-up
- Work effectively with students, faculty, parents, administrators and community and industry representatives
- Work with a highly diverse population
- Work with a minimum of supervision
- Work well under pressure
- Prepare and maintain accurate and complete records and files
- Gather, organize and prepare data and information
- Meet deadlines

**MINIMUM QUALIFICATIONS:**

Specific knowledge required to satisfactorily perform the functions of the job include:

**Experience:**

Three (3) years of experience in areas related to the program assignment

**Education:**

Bachelor's degree or equivalent training and/or experience

**License:**

Must possess a valid California Driver's License and/or be able to provide own transportation in conduct of work assignments

**Expectations:**

The District places high value on employees that are enthusiastic, cooperative, resourceful and knowledgeable, possess and display a strong work ethic and a customer-service and positive attitude. Employees are expected to understand and support the District's mission statement, strategic directions, policies and goals.

**PHYSICAL REQUIREMENTS:**

Incorporated within one or more of the essential functions of this job are the following essential physical requirements

- Incumbents regularly stand and sit for long periods of time
- Walk short distances on a regular basis
- Use hands and fingers to operate a computer keyboard or other office and technical equipment
- Reach with hands and arms, bend, twist, stoop, kneel, or crouch; speak clearly and distinctly over telephones and to provide information
- See to observe students and to read fine print and operate computer; hear and understand voice over telephone and in person
- Lift materials weighing up to 10 pounds and move and transport materials weighing up to 20 pounds

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Employee Signature