

TRI-VALLEY REGIONAL OCCUPATIONAL PROGRAM

JOB DESCRIPTION

SUPPORT SPECIALIST

Disclaimer – Job descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They are not intended to include every possible activity and task performed in every position.

TITLE: SUPPORT SPECIALIST
CLASSIFICATION: Classified
REPORTS TO: Program Administrator/Supervisor

SUMMARY:

Under the direction of the Program Administrator/Supervisor, the Support Specialist performs a variety of support functions to ensure efficient operation of assigned work site; document and communicate information, activities and actions; provide confidentiality and system of access to information; direct correspondence for prompt action; and maintain student attendance records and reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(Example of Duties)*

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned

- Perform a variety of duties related to student attendance and records, achievement and accountability data for school sites and programs; provide accurate data entry and reporting of student information; resolve discrepancies and update data for required reporting; prepare required reports as requested.
- Compiles data and information and prepares and maintains a variety of records, logs and files related to student/program data, achievement, courses, classes, teachers and assigned activities; enters and maintains work-based learning, testing, transcript, GED and diploma data as assigned.
- Prepares, prints, files, distributes, collects and processes a variety of data records; reviews forms for accuracy and completeness; identifies errors and discrepancies; makes corrections as needed.
- Contacts faculty concerning discrepancies related to record keeping; provide data information as requested.
- Attend meetings as assigned related to planning and related functions; represent the assigned administrator(s) as required.
- Convey and gather information.
- Compose documents including correspondences, bulletins, newsletters and related documents; document events; provide and request information as needed.
- Coordinate a variety of programs and activities such as task assignment, meetings, staff coverage, building in-service activities, workshops, travel and accommodations; ensure availability of facilities and equipment; deliver services in accordance with established guidelines.
- Maintain inventories and ensure availability of office supplies, forms and materials.
- Prepare written materials, including calendars, budgets, reports, memos, letters, handbooks; document activities and provide written reference and convey information.
- Research discrepancies in processes and documentation such as work orders, activity data; ensure adherence to appropriate administrative and legal guidelines.
- Respond to inquiries from a variety of internal and external parties, including staff, parents, students, public agencies; provide information; facilitate communication among parties and provide direction.

- Utilize a computer and assigned software to input data, maintain automated records and generate computerized reports.
- Support office staff to carry out required office duties.
- Refers student/program data issues to appropriate personnel according to established procedures; assists in identifying and resolving student data issues.
- Reconciles reports to verify accuracy of data and computer calculations.
- Performs a variety of other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Student/program data policies, procedures, terminology and attendance accounting methods.
- Current office practices, procedures and equipment.
- Applicable laws, codes, regulations, policies and procedures.
- Record-keeping and report preparation techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Oral and written communication skills.
- Methods of collecting and organizing data and information.
- Data control procedures and data entry operations.
- Interpersonal skills using tact, patience and courtesy.
- Telephone and email techniques and etiquette.
- Operation of office equipment, computers and assigned hardware and software.
- Basic mathematics.

Skills and/or Ability to:

- Perform a variety of technical duties in support of student/program data records.
- Proficiently operate a computer and assigned software to input and update data records.
- Interpret, apply and explain applicable laws, codes, rules and regulations.
- Answer telephones and greet the public courteously.
- Input data at an acceptable rate of speed.
- Prepare, maintain and account for records and reports.
- Establish and maintain effective working relationships with others.
- Proficiently operate a variety of office equipment.
- Meet schedules and time lines.
- Understand and follow oral and written instructions.
- Able to complete a variety of tasks in a busy work environment.

QUALIFICATIONS, EDUCATION and/or EXPERIENCE:

The following requirements demonstrate possession of the minimum knowledge, skills, and abilities necessary to perform the duties of the position.

- Any combination equivalent to: graduation from high school and minimum of two (2) years of varied experience with data processing, reporting and computer operations, such as Google Suite and Microsoft Office Suite.
- Excellent work history, verifiable reliability, responsibility, interpersonal skills and work habits.
- Valid California Motor Vehicle Operator's License
- Employability eligibility includes Tuberculosis (TB) clearance, and Department of Justice fingerprint clearance for the TVROP

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to outside weather conditions and uses personal vehicle, and occasionally works in evenings or on weekends. The noise level in the work environment is usually moderate.

Any offer of employment is subject to criminal history check and TB clearance. TB clearance and fingerprint clearance by the Department of Justice for the Tri-Valley ROP must be received prior to employment.