



CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 22-2022/23
DOCUMENT NO. 10-2022/23
DATED 10/19/2022

STUDENT SERVICES TECHNICIAN

DEPARTMENT/SITE: Student Services

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 33

WORK CALENDAR: 261 Days

REPORTS TO: Director of Student Services

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under the general supervision of the Director of Student Services, the Student Services Technician provides direct support and trainings for all site administrators regarding student discipline actions that fall within the parameters of Ed Code 48915 in order to ensure due process is followed, reporting timelines are met, and appropriate personnel are scheduled for and present at all case-related meetings and/or hearings. This position will prepare and maintain accurate hearing records and notes, generate a variety of discipline reports and state statistical data for the School Board and District personnel. The incumbents in this classification provide the school community with an accurate, consistent, and credible student discipline process which directly support student learning and achievement.

DISTINGUISHING CHARACTERISTICS

This classification is a specialized, technical, and process-oriented assignment to ensure a fair, consistent, and accurately managed student disciplinary process. Work requires a high degree of accuracy and consistency in the procedures, the documentation, and the adherence to due process requirements because cases will be subject to close scrutiny, review, and possible appeals. Incumbents in this class are relied on to ensure adherence to all requirements under Education Code 48915 and subsequent policy and regulation.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Assists with district-level responsibilities around site registration processes including communicating with outside agencies.
- Assists with letters to be sent home relative to transfers.
- Assumes lead roles on assignments and projects as assigned by the Director of Student Services, such as transfers and registration.
- Creates queries in student information system for collecting and reporting data.
- Generates a variety of reports to meet requirements such as, but not limited to general, administrative, discipline, state of California statistical information for the school board and district personnel.
- Interprets reporting requirements, collaborates with other staff regarding new or changes in reporting requirements. Develops schedules to meet reporting timelines, assigns appropriate personnel to hearings, and coordinates with families and other parties as appropriate.
- Outlines due process procedures and answers administrators' questions regarding legal mandates and established timelines.
- Participates in the planning of projects and programs regarding student services matters including departmental budget records and ordering/reordering supplies and purchases
- Prepares and proofreads and corrects documentation in data systems for reporting and instructional use.

- Provides specialized support to school personnel upon request or as needed.
- Stays knowledgeable and attends trainings related to reporting requirements, specifically section 48915 of the California Education Code. Stays up to date regarding new and changing requirements and informs affected staff as appropriate.
- Supports District and department operations, policies, objectives, and goals by providing direct assistance and communication to site staff and ensuring their procedures and documentation remain in compliance.
- Trains all site administrators regarding legal requirements and procedures for students that require expulsion hearings that are governed by the Education Code 48915.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES

(At time of application)

Knowledge of:

- California Education Code, Board Policies (BP) and Administrative Regulations (AR) pertaining to students
- Modern office practices, procedures, and equipment
- Operation of compatible computers, hardware, peripherals, and software, including programs such as Aeries, Escape, Appleby, Microsoft Office Suite
- District organization, operations, policies, and objectives
- Applicable sections of State Education Code (48915) and other Federal, State, County and District policies, rules, laws, and regulations.
- Maintaining confidential records and files
- School discipline laws and regulations
- Customer service practices and telephone and email etiquette
- Correct English usage, grammar, spelling, punctuation, and vocabulary, and recordkeeping techniques

Skills and Abilities to:

- Work under some pressure of tight deadlines and interruptions that require multitasking and prioritizing activities
- Operate standard office equipment such as copiers, computers, and job-related software applications such as Microsoft Office Suite, Google Docs, Google Sheets, and complex relational databases and information systems
- Prepare and maintain accurate documents and records
- Plan and manage projects and guide others involved in such projects
- Learn, use, apply, and instruct others in the use of School Information System (SIS) related to discipline
- Apply recordkeeping principles to the maintenance of discipline records and attendance accounting relating to discipline processes
- Type accurately at an acceptable rate of speed
- Meet schedules and timelines, plan and organize work of self and others
- Work confidentially with discretion
- Work independently with minimal supervision
- Communicate effectively both verbally and in writing with management, technical staff, outside agencies, and auditors on all matters related to district attendance when they pertain to student discipline under Education Code 48915
- Establish and maintain effective working relationships with all those encountered in the course of work
- Analyze situations accurately, adopt an effective course of action, and improve procedures where needed

RESPONSIBILITY:

Responsibilities include working under limited supervision following standardized practices and/or methods;

providing information and /or advising others; and operating within a defined budget. Utilization of some resource from other work units is often required to perform the job's functions. There is a continual opportunity to affect the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:

(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:

High school diploma or equivalent.

EXPERIENCE REQUIRED:

Two (2) years of advanced clerical/administrative experience involving computer-based student records including establishing and maintaining records of disciplinary actions, and/or attendance records.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive personal vehicle to various district sites and to trainings, seminars, workshops, and conferences outside of the District

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)
 - Pre-employment physical exam B through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors and requires sitting for extended periods
- Sitting or standing for extended periods of time
- Climb and descend flights of stairs while carrying files, records, and documents
- Lift objects such as boxes containing documents weighing up to 35 pounds
- Bending at the waist, kneeling, or crouching to file materials or access equipment, carrying, pushing and/or pulling
- Dexterity of hands and fingers to operate a computer keyboard and maintain paper files and documents
- Hearing and speaking to exchange information
- Visual acuity to see/read documents and computer screen