

TITLE: Office Support – Counseling

DEPARTMENT: Student Interventions

REPORTS TO: Building Principal

POSITION SUMMARY: Under the direction of the Building Principal the Office Support - Counseling provides support to the Counseling Department personnel; communicating information to students, parents, staff, and/or other districts; documenting information on students/ class placement; and performing specialized and responsible clerical and technical tasks related to the registration of students and maintenance of student records and files. This position requires knowledge of District Regulations and procedures, the ability to assume responsibility and work effectively under pressure while maintaining confidentiality, and the demonstration of strong interpersonal skills.

ESSENTIAL FUNCTIONS:

- Assist counseling office personnel for the purpose of supporting them in the completion of their work activities.
- Prepare a variety of written materials for the purpose of communicating information to school and district personnel, the public, state officials, etc.
- Process a variety of forms and materials for the purpose of documenting and disseminating information to appropriate parties as necessary and required.
- Prepare a variety of written materials and reports (e.g. student records, discipline letters, etc.) for the purpose of communicating information to school and district personnel, the public, state officials, etc.
- Perform record keeping and clerical functions (e.g. copying and collating handouts, school office filing, website maintenance, etc.) for the purpose of supporting staff in providing necessary records/materials for use and for retention compliance.
- Follow federal law, State statutes, and District Regulations and procedures to insure institutional compliance in regards to student interventions and support in the school building.
- Support students and families with accessing their student records such as those documents that indicate academic progress, support educational access, and transcript ordering.
- Receive phone calls; use knowledge of procedures and discretion to determine routing of issues and messages; make referrals to other staff as appropriate; answer general questions regarding the school's student interventions.
- Assist other personnel as required for the purpose of supporting them in the completion of their work activities.
- Maintain confidentiality of student records in accordance with the Family Educational Rights and Privacy Act; maintain confidentiality with other student information in compliance with District Regulations and procedures.
- Demonstrate positive relationship skills with students, parents and district staff, and maintain effective, ongoing and constructive communication.
- Illustrate a proven track record of successfully providing exceptional customer service while maintaining appropriate boundaries and professional relationships.
- Possess knowledge of and adhere to Governing Policies and District Regulations and procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

QUALIFICATIONS:

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications, and preparing and maintaining accurate records.

KNOWLEDGE is required of standard practices within area of specialization; perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, present information to others, and understand complex, multi-step written and oral instructions.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and use basic, job related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize specific, job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data may require independent interpretation. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; working with frequent interruptions; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; working as part of a team; working with detailed information/data.

Responsibility

Responsibilities include: working under direct supervision using standardized routines; providing information and/or advising others; utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

This job is performed in a generally clean and healthy environment within a school building. The employee is consistently expected to engage in a high level of collaboration. While performing the duties of this job, the employee regularly exhibits significant fine finger dexterity when entering data into computer. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision when focusing on a computer screen. Employee regularly talks and hears. Employee occasionally lifts items up to 10 pounds.

EDUCATION: High school diploma or equivalent.

EXPERIENCE: Job related experience is desired.

REQUIRED TESTING: Pre-employment Proficiency Test

CERTIFICATES AND LICENSES: CPR/First Aid Certificate (may be required). Valid WA State driver's license and appropriate insurance required. Must maintain as current any certification or license listed herein and held at hire date.

CONTINUING EDUCATION/TRAINING: That which is authorized by your supervisor and required to be effective in the position and maintain knowledge as current.

CLEARANCES: Criminal Justice fingerprint/Background Clearance

FLSA STATUS: Non-exempt

BARGAINING UNIT: Public School Employees of Washington / SEIU Local 1948 (PSE)