

STUDENT SERVICES REPRESENTATIVE - BILINGUAL

Code No. 5-02-028
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is located in an educational facility and is part of a problem-solving resource team for students, families, and school staff. The position is located in central administration and responds to problems and situations that cannot be resolved at the individual school level. The main focus of the position is engaging parent involvement with students and the school in order to improve student progress in an educational environment. Duties are performed in English and in Spanish. Supervision is not a responsibility of this class. The employee reports directly to, and works under the general supervision of, a school administrator or higher-level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

The following duties can be performed in English or Spanish:

Resolves problems, complaints, and conflicts between students, parents, central office staff and school administration;

Assists individual school staff in resolving problems that teachers, principals, and other school staff have not been able to resolve;

Attends mediation sessions with families and school staff at the request of the parties in dispute;

Responds to parent/family contacts via telephone, electronic mail, and/or personal contact in order to increase parent involvement and satisfaction;

Records and tracks issues, complaints and inquiries in order to identify repeat complaints, frequency of issues among entire client population, and families who are involved with multiple issues;

Recommends procedural changes and protocols when necessary in order to effectively resolve problems;

Recommends operational and service response protocols to be followed by the Board of Education, central office staff and school staff in order to increase effectiveness and timeliness of resolutions;

Writes reports regarding student progress.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of school district's applicable policies, procedures, and protocols; good knowledge of the principles of group dynamics; ability to analyze situations, determine origin of conflicts among families, students, and school staff, make appropriate decisions, and recommend actions to resolve issues; ability to maintain records; ability to write

reports; ability to mediate disputes and recommend effective procedural changes; ability to record and maintain pertinent information; ability to utilize available resources when resolving problems; ability to plan and coordinate schedules; ability to establish and maintain effective working relationships with students, parents, school staff and administration; ability to motivate parents to increase involvement with student issues; ability to maintain basic statistical reports and track trends; ability to communicate both orally and in writing in English and Spanish; ability to listen effectively; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus one (1) year paid full-time or its part-time equivalent experience in problem/conflict resolution between families and youth*, or initiating parent involvement with youth in an educational setting; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus three (3) years paid full-time or its part-time equivalent experience as described in (A) above; OR,
- (C) Five (5) years experience as described in (A) above; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

*Youth, for purposes of these minimum qualifications, is anyone aged four (4) to twenty-one (21) years.

SPECIAL REQUIREMENT: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

ADOPTED: January 9, 2014