

## **STUDENT SERVICES REPRESENTATIVE**

Code No. 5-02-027  
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. 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.)

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; 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 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 to twenty-one (4-21) 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.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

**ADDITIONAL INFORMATION:**

Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

**ADOPTED:** February 7, 2008