

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: Pupil Services Specialist - Transfers

Range: 27

BASIC FUNCTION:

Under the direction of an assigned supervisor, the Pupil Services Specialist - Transfers will provide support and assistance to site and district personnel regarding students' transfers and related data, applications, practices and procedures; perform data extracts, analyze, troubleshoot and resolve anomalies as it relates to Pupil Services data reporting.

REPRESENTATIVE DUTIES:

Manage, update, and support the operation of the districtwide transfer online system, various district used databases and the Student Information System (SIS). *E*

Identify, analyze and resolve problems with the districtwide transfer online system, various district used databases and the SIS. *E*

Analyze and perform data transformations, extracts, and imports, between transfer online system, various district used databases and the SIS. *E*

Maintain transfer space availability districtwide. *E*

Understand, analyze, evaluate, maintain, and validate the SIS, transfer online system, and transfer ACCESS database. *E*

Make corrections utilizing the district's SIS as it relates to Fatal and/or Certification error reports. *E*

Transfer, pre-enroll, and update students in the SIS. *E*

Notify the Pupil Services Assistant Superintendent, director and district administrators of 911 calls district wide and input data received into spreadsheet. *E*

Prepare and deliver oral presentations and/or power points to school site personnel explaining transfers, requirements, practices, procedures, techniques, deadlines and options. *E*

Communicate with coordinators of the special programs regarding updates, changes, process, and timelines. *E*

Serve as an informational resource concerning student transfer, transfer options, process, transfer online system, various district used databases and the SIS. *E*

Create and maintain transfer application, flyers, announcements and RUSD website for Pupil Services – Transfer Information page. *E*

E = Essential function

Approved May 31, 2017

Prepare districtwide notifications utilizing social media and other automated communication systems and programs. *E*

Review and verify legal residence for caregivers, enrollment and/or transfers. *E*

Troubleshoot and resolve transfer online issues with parents on site, in person, and on the telephone.

Collaborate with surrounding district regarding transfer information and/or data.

Notify management of potential problems before they occur and communicate solutions.

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Working knowledge of data submission requirements for transfer data.

Riverside Unified School District student software systems.

K-12 public school operations and procedures.

Guidelines of District policies, regulations, and procedures concerning transfers.

Basic understanding of the State/Federal Data Reporting process and anomaly resolution.

Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.

Various district used databases and systems such as CALPADS, SIRAS, Aeries, Access, and SIS.

Customer support techniques and procedures.

Record-keeping techniques.

Operation of a kiosk terminal.

Oral and written communication skills.

Good telephone techniques and etiquette.

Correct English and Spanish usage, grammar, spelling, punctuation, and vocabulary.

Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Learn and adapt to changes in the technology industry.

Analyze user needs and develop effective technical solutions.

Communicate technical procedures and requirements to users.

Work independently with little direction.

Meet critical internal and State/Federal timelines for submission reporting.

Prioritize, set schedules, and meet timelines.

Learn and interpret District policies, procedures, and rules.

Maintain a professional customer service attitude.

Maintain effective working relationships with others.

Communicate effectively both orally and in writing in both English and Spanish.

Understand and follow oral and written directions.

Learn to use internal programs and tools.

E = Essential function

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Maintain the security of confidential materials.
Maintain records and prepare reports.
Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

HS Diploma or equivalent, two years college-level course work and two years increasingly responsible clerical experience in an office environment or two years experience working in a Pupil Services/Child Welfare and Attendance/SELPA/Transfers related position.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Subject to considerable distraction and noise from constant interruptions and office activities.

PHYSICAL ABILITIES:

Dexterity of hands, wrists and fingers to operate a computer keyboard.

Reaching overhead, above the shoulders and horizontally, and kneeling or crouching to retrieve files.

Hearing and speaking to exchange information in person or on the telephone.

Seeing to read applicant materials.

Sitting for extended periods of time.