

Job Title: WELCOME AND WELLNESS CENTER ENROLLMENT SPECIALIST-BILINGUAL

Definition:

Under the general supervision of the Assistant Superintendent of Business Services and the immediate supervision of the Director of Information & Technology (ITS) and the Supervisor of Operations (Welcome and Wellness Center), performs a variety of clerical and data entry with an emphasis on customer service.

Distinguishing Characteristics:

This classification is distinguished from other clerical positions in this class in that it is a function of the Welcome and Wellness Center and requires specialized skills in the areas of Enrollment and Customer Service.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Works with families to complete all facets of the enrollment process.
2. Completes all forms and documents related to the registration process.
3. Prepares/types letters and flyers in English and Spanish for the Welcome and Wellness Center.
4. Assists in the maintenance of up-to-date records and reports for the District.
5. Rotation in the role of Welcome and Wellness Center Receptionist which includes assisting customers in English and Spanish. Assists the switchboard operator in the main lobby – Dispatches enrollment center personnel. Organizes information and materials necessary for enrollment.
6. Performs general clerical assistance to the Welcome and Wellness Center including, but not limited to, answering inquiries over the telephone, typing, copying and mailings in English and Spanish.
7. Assist Welcome and Wellness Center Supervisor and LVN to process student records in an efficient and timely manner. Provide oral translation in communicating with families as needed.
8. Assist with Welcome and Wellness Center timesheets and payroll.
9. Utilizes student information system (SIS) to regularly run reports, monitor accuracy of data and make corrections as needed and maintains student privacy.
10. Supports ITS with all aspects of CALPADS system, including, but not limited to, input, reports, correcting errors.
11. Assists with the verification and input of all student data in the Student Information System to insure compliance and accuracy.
12. Utilizing SIS input and monitoring special information for students including, but not limited to, GATE, EL, Foster, Migrant, Homeless, Special Education, and immunizations. Communicates with various departments to ensure compliance and accuracy.
13. Notifies site and department staff regarding incoming students. Processes student placements including checking transfer records and notification of staff and may process bus service requests or passes.
14. Connect families with specialized services; process referrals to District, County and local programs.
15. Assist with inter/intra-district agreements and attendance zone exception requests.
16. Assists families with on-line or print applications and requirements for a variety of programs and services – ie: Free and Reduced Lunch Programs.
17. Heavy phone contact with parents and responds to inquiries about schools and programs in the Lancaster School District.
18. May prepare service requisitions and purchase requisitions.
19. Assists with fingerprinting processing.

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20. Performs other related duties as assigned.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- Modern office procedures
- Filing and business correspondence procedures
- Various office machines
- Computer and related software: Microsoft Office Programs
- District and Community resources available to students and families

Skill and Ability to:

- Perform complex mathematics and clerical functions
- Initiate correspondence using correct grammar, spelling, and punctuation
- Understand and interpret complex agreements, records, and reports
- Understand and interpret oral and written directions and instructions in English and Spanish
- Communicate effectively in English and Spanish (both orally and in writing)
- Compile and analyze information in English and Spanish
- Keyboard neatly and accurately at least 45 wpm on a five-minute test.
- Work harmoniously with fellow workers, school personnel, and parents, and supervisor
- Meet the public tactfully and courteously
- Work with people of various cultural, language and socio-economic backgrounds
- Multitask and adhere to timelines
- Maintain professional confidentiality

Training and Experience:

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be: high school diploma or equivalent and three years of responsible clerical experience. Previous school district experience preferred.

Physical Requirements and Working Conditions:

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work, which requires sitting for prolonged periods.
- Is subject to inside environmental conditions.
- May be required to work at a computer terminal for prolonged periods.
- Performs lifting, pushing and/or pulling which does not exceed 10 pounds and is an infrequent aspect of the job.
- May be required to take and pass physical examination.
- May be required work evenings and Saturdays.
- Possession of a California Driver's license and be insurable.
- Will be required to have live scan fingerprinting completed and cleared prior to beginning work

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Range: 30

PHYSICAL REQUIREMENT INFORMATION

Physical Demands:	HPD = Hrs. Per Day		
	Rarely (0 – 1.5 HPD)	Occasionally (1.5-3 HPD)	Frequently (3 – 6 HPD)
Sitting			X
Standing			X
Walking			X
Bending (neck)			X
Bending (waist)			X
Kneeling	X		
Reaching	X		
Stooping	X		
Crawling	X		
Twisting (back & neck)	X		
Climbing	X		
Pushing/Pulling	X		

Lifting				Carrying		
	Rarely (0-1.5HPD)	Occasionally (1.5 – 3HPD)	Frequently (3 – 6HPD)	Rarely (0-1.5HPD)	Occasionally (1.5 – 3 HPD)	Frequently (3 – 6 HPD)
0–10 lbs.	X			X		
11–25 lbs.	X			X		
26–50 lbs.	X			X		
51–75 lbs.	X			X		

Mental Demands:	Rarely (0 – 1.5 HPD)	Occasionally (1.5 – 3 HPD)	Frequently (3 – 6 HPD)
Problem Solve		X	
Make Decisions		X	
Supervise	X		
Interpret Data		X	
Organize		X	
Write			X
Plan		X	
Multi-Task			X

Equipment Use:	Rarely (0 – 1.5 HPD)	Occasionally(1.5 – 3 HPD)	Frequently (3 – 6 HPD)
Telephone			X
Copier		X	
Computer			X
FAX Machine	X		