

ACCESS Council  
*Employee Position Description & Responsibilities*

Position Title:	<b>Student Services Support</b>
Category:	Non-certified, FLSA Non-Exempt
Contract:	Contract terms and conditions as approved by the ACCESS Governing Board and ACCESS policy.
Compensation:	Salary, insurance coverage and fringe benefits as approved by the ACCESS Governing Board of Directors.
Qualifications:	<p>The following qualifications are considered as guidelines:</p> <ul style="list-style-type: none"><li>▪ Associate's Degree in a related field or equivalent combination of education and technical experience.</li><li>▪ Experience as a school secretary, teacher, administrator, or other school-based support position, preferred.</li><li>▪ Sufficient background and experience or skills and knowledge of student services applications, to include administrative applications, the teacher gradebook application, IEP creation software, EMIS, etc., preferred.</li><li>▪ Programming experience and database knowledge strongly preferred.</li><li>▪ Ability to manage multiple projects and deadlines.</li><li>▪ Willing to work a flexible schedule, including evenings and weekends, as needed.</li><li>▪ Skills and abilities to write and speak effectively in both small and large group settings.</li><li>▪ Abilities and attributes to promote positive internal and external customer relations, including creating effective interpersonal relationships and projecting a professional image.</li><li>▪ Alternatives to the above as approved by the ACCESS Governing Board.</li></ul>
Reports to:	Director, Student Services and State Reporting and/or Executive Director
Supervises:	None
Job Goal:	In summary, this position is responsible for the overall delivery of student services support to ACCESS customers.

**PERFORMANCE RESPONSIBILITIES:**

1. Maintains proficiency in ACCESS supported student services packages.
2. Conducts and coordinates in-service training programs for student information systems, including EMIS as required.
3. Provides support in solving problems and answering questions regarding student operations and procedures.

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4. Travels to customer location to become familiar with specific operational differences, to maintain high visibility and to provide assistance.
5. Keeps informed of changes and requirements of student information processing, including EMIS reporting as required.
6. Prepares documentation and instructions for customer to insure the highest level of understanding and use of the system.
7. Contributes articles concerning student information for the ACCESS newsletter.
8. Makes corrections, which cannot be accomplished by user-accessed programs, to customer data, being certain to maintain proper audit trails.
9. Validates customer concerns on program accuracy prior to contacting respective vendors.
10. Assists customers in the efficient and effective use of student information system software and its interface with State of Ohio software.
11. Keeps informed of developments in computer systems and application packages as they relate to ACCESS student services.
12. Schedules and conducts meetings on a regular basis with various student information system users.
13. Notifies customer of data reporting requirements to insure timely preparation for submission to meet deadlines.
14. Protects the security of the data maintained by the ACCESS customer as established in the ACCESS Security Policy and maintains confidentiality in all work responsibilities.
15. Set a professional image for ACCESS through the use of interpersonal skills. These skills include, but are not limited to, courteous manners, a positive attitude and cooperative demeanor.
16. Shall engage in an ongoing program of in-service in the areas of assignment.
17. Performs other related duties as may be assigned by the supervising authority and/or the ACCESS Governing Board.

**REQUIRED ETHICAL AND PROFESSIONAL ATTRIBUTES AND BEHAVIORS:**

1. Is regular and prompt in attendance
2. Seeks opportunities to improve skills and grow professionally
3. Prepares an annual professional development plan to guide individual growth and performance improvement, support ACCESS and program/department goals, and all service constituents.
4. Attends and actively participates in all required/assigned training sessions, meetings and other responsibilities
5. Provides quality service to both internal and external colleagues and customers
6. Seeks opportunities to participate as a productive member of ACCESS and other committees and teams
7. Generates internal and external support for services
8. Represents ACCESS and its service schools with professionalism at all times
9. Demonstrates at all times integrity and ethical behavior
10. Responds quickly to directions for improvement from supervisors
11. Maintains confidentiality in all job related discussions and communications

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**OTHER EXPECTATIONS AND DEMONSTRATED SKILLS AND ABILITIES:**

1. Possesses a valid driver's license
2. Reads, analyzes and interprets data and reports
3. Writes reports, correspondence and other appropriate communiqués
4. Presents information and responds to questions effectively and efficiently
5. Prioritizes tasks, requirements and expectations in order to perform to a standard of excellence in service

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, talk, or hear, and operate a computer and other technology devices. The employee must occasionally lift and/or move up to **50 pounds, such as notebooks, reports**, etc. Specific vision duties of this job include close vision.

The noise level in office work environments is relatively quiet, but may escalate in group settings. The noise level in classroom positions is often elevated.

This position requires meeting deadlines with severe time constraints. This position involves stress as a result of those time sensitive obligations, the responsibility to ensure that laws and regulations are followed, and the demands of maintaining communications with large and diverse publics.

*The information contained in this job description is in compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals employed in this position as needed and assigned by the Administration and/or the Governing Board. Administrators should communicate additions and changes in this job description in writing to the employee. ACCESS is an equal opportunity employer, and employs individuals without regard to race, religion or ethnicity.*

**This Job Description has been reviewed with me, I understand the duties and responsibilities which are expected of me, and my questions as of this date have been answered.**

Signed, \_\_\_\_\_, Employee, on \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signed, \_\_\_\_\_, Supervisor, on \_\_\_\_ / \_\_\_\_ / \_\_\_\_