



Assist parents, guardians, community members, and district staff to clarify and analyze issues, focus discussions, and generate and evaluate options that are responsive to differing needs for resolution of those issues while treating people with dignity and respect. **E**

Coordinate services to assist families in obtaining access to school programs and resources; assist in removing obstacles that might prevent a family's participation in the school and programs. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Act as a source of information and referral, aid in answering questions, and assist in the resolution of concerns and critical situations; assist families with community resources, such as food, housing, counseling, health needs, and safety. **E**

Maintain accurate records and notes; collect, analyze, and prepare monthly reports reflecting current and ongoing concerns and trends. **E**

Operate a computer and related software to input, output, update, and access a variety of records and information; generate records, reports, lists, and summaries; prepare a wide variety of correspondence; operate standard office equipment. **E**

Provide excellent customer service by establishing positive relationships with district personnel, parents, guardians, and community members; respond to phone calls, emails, letters, and other communications.

Correct English usage, grammar, spelling, punctuation, and vocabulary.  
Oral and written communication skills.  
Health and safety regulations.  
Interpersonal skills using tact, patience, and courtesy.  
Diverse academic, socioeconomic, cultural, and ethnic backgrounds of district students.

**ABILITY TO:**

Perform the basic function of the position.  
Remain independent, neutral, and impartial; exercise good judgment.  
Work independently within set guidelines.  
Identify at-risk or high-risk students, and determine and evaluate needs.  
Listen with patience and understanding; maintain confidentiality.  
Clarify issues, develop constructive solutions to problems, and prepare appropriate resources in a timely manner.  
Help parents with issues and questions.  
Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.  
Coordinate services with others to meet the needs of students.  
Read, interpret, apply, and explain rules, regulations, policies, procedures, and Education Code.  
Maintain records and prepare reports.  
Operate a computer, related software, and standard office equipment.  
Prepare and deliver oral presentations.  
Communicate effectively, both orally and in writing.  
Establish and maintain cooperative and effective working relationships with staff, parents, and community members from diverse ethnic and socioeconomic backgrounds.  
Lift light objects according to safety regulations.  
Analyze situations accurately, and adopt or recommend effective courses of action.  
Meet state and district standards of professional conduct as outlined in Board Policy.

**WORKING CONDITIONS:****SAMPLE ENVIRONMENT:**

Office or school site environment; drive a vehicle to conduct work; constant interruptions.

**SAMPLE PHYSICAL ABILITIES:**

Sit or stand for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist, and kneel or crouch to retrieve files from cabinets and shelves; hear and speak to exchange information, and make presentations; see to read various documents related to assigned activities and view a computer monitor; lift light objects.

**SAMPLE HAZARDS:**

Contact with dissatisfied, abusive, volatile or under the influence individuals at the district office or school sites.