
Position:	Student Services Specialist, Adult School	FLSA:	Non-Exempt
Department/Site:	Varies	Salary Grade:	11
Reports to/Evaluated by:	Adult School Principal	Salary Schedule:	Classified

SUMMARY

Performs a variety of administrative duties in support of student services for the Adult School. Duties are concentrated in, but are not limited to, student registration and sale of textbooks, courseware, and other classroom materials.

DISTINGUISHING CAREER FEATURES

The Student Services Specialist is a unique job design that has similar skill and ability requirements to that of a Student Activities Specialist II. Student Activities Specialist I is the first level in the series and typically is assigned to an elementary school or in a subordinate role at a secondary school. Advancement to Level II for the Adult School is a specialized option at this level, requiring the ability to accept and process registration for adult school courses, order, display, sell, and account for textbooks and other classroom materials. Level II requires the ability to carry out a variety of office tasks independently and thorough knowledge of modern office practices used in an academic setting. Advancement to level III is possible in Attendance, Registration or Athletics at a high school. These positions require additional experience and specialized knowledge.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Orders and receives textbooks and other materials and supplies for the bookstore. Prepares purchase orders for books. Maintains purchase order records. Calculate retail book prices.
- Contacts publisher representatives to gather current information on textbooks and materials, distributing information to instructors.
- Facilitates special order requests. Verifies available funds. Maintains contact with publishers or other vendors to monitor order status.
- Prepares and processes book returns including overstock. Works with vendors to determine credits and/or timing of refunds. Ensures appropriate return credit memoranda to support accounting system adjustments.
- Operates a cash register, sells merchandise to customers, receives money, or charges purchases to student and staff accounts. Reconciles cash, charge receipts, vouchers from mandated programs, and account transfers, with monies received and inventory.
- Maintains the textbook and merchandise sales area. Monitors shelf tags to assure current prices and accurate information to assist students with selections. Rearranges shelves placing and removing inventory as needed.
- Conducts periodic bookstore inventory counting.

- Receives, counts, and reconciles registration monies. Posts funds collected to appropriate accounts and categories. Verifies and reconciles revenue categories on cash summary reports, ensuring accuracy and detail for audit trail purposes.
- Assists with preparing of class rosters, additional registration materials for degree courses, and other materials relating to certificate or degree programs.
- Composes general office correspondence and performs other clerical services of a routine nature including, but not limited to filing, data entry, processing of departmental bulk mail, and completing of forms.
- Performs data entry to maintain accurate and timely school records. Compiles and maintains a variety of records and reports.
- Learns and maintains up-to-date of knowledge of Adult School programs, services, policies and procedures for registration and student records.
- May oversee the work of student and temporary workers.
- Maintains confidentiality of student records.
- Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills: Requires a working knowledge of District, site or special program operations, policies and procedures. May be required to be familiar with applicable Education codes. Requires a working knowledge of bookstore sales transaction procedures. Requires a working knowledge of District policies and objectives governing bookstore operations and purchasing. Requires sufficient computer skills to access and transmit information, use common office productivity software, and business machines for making transactions. Requires a working knowledge of computer-aided inventory control. Requires working knowledge of general clerical and financial record keeping practices and routines. Requires knowledge of class registration procedures. Requires sufficient math skills to compute sums, fractions, decimals, averages, trends, and ratios. Requires sufficient human relation skills to serve customers and convey information about the school.

Abilities: Requires the ability to carry out the essential functions of the position. Requires the ability to use common office applications e.g. desktop publishing, Excel, MS Word. Requires the ability to process a high volume of transactions and remain calm in stressful and/or urgent situations. Requires the ability to work independently and collaboratively, prioritize workload, analyze problems and determine solutions. Requires the ability to compile and evaluate data, prepare reports, charts, and graphs from standardized formats. Requires the ability to type/keyboard and use a personal computer, imaging equipment and cash register. Requires the ability to organize and maintain timely textbook, courseware, and merchandise ordering and inventorying. Must be able to carry out work activities in a manner conducive to efficient customer service. Requires the ability maintain accurate records, file and maintain filing systems, maintain confidentiality of private information. Requires the ability to work varying shifts.

Physical Abilities: The incumbent functions indoors performing work of predominately an active nature. Requires sufficient ambulatory ability to stand for extended periods of time, lift, and place light-to-medium weight items (under 50 pounds) onto shelves or displays on an intermittent basis and heavy items on an occasional basis. Requires sufficient hand-eye coordination to use a computer keyboard and/or 10-key adder

at an acceptable rate. Requires sufficient visual acuity to recognize people, numbers, and words. Requires auditory ability to carry on conversations in person.

Education and Experience: The position requires a High School diploma and three years of general clerical experience requiring frequent public contact with at least one year in a school or bookstore setting.

Licenses and Certificates: May require a valid driver's license.

Working Conditions: Work is normally performed in an office setting with some exposure to health or safety hazards due to physical activity.