
Job Description – Special Services Clerk

Primary Function: Under the direction of the Director of Special Services, manages digital/electronic records, prepares data/reports, and supports staff with the use of various special services electronic programs. Maintains professional communication with parents, administrators, teachers, and support service providers.

Responsibilities/Duties:

- Organizes and manages routine work activities for the district special services office
- Maintains strict confidentiality with student records and information
- Maintains the SHARS/Medicaid/RMT rosters, participants, and logs
- Maintains the district special services website
- Maintains accounts/access and provides training and support for special services electronic programs
- Prepares data and reports from the electronic IEP programs and student information systems
- Maintains and prepares PEIMS/TSDS reports for special services
- Fulfills electronic student record requests
- Assists with the keeping the special services equipment/materials inventory current and up to date
- Maintains campus special services files for each student in accordance with district guidelines
- Participates in team meetings and required professional development activities
- Provides and maintains good public relations with team members, administration counseling staff, students, and parents
- Maintains student database with contact information
- Assists in handling the incoming telephone calls for the special services office and makes appointments, as needed
- Prepares correspondence, memos, and data reports
- Greets visitors and responds to routine inquiries from students, staff, and public and refers appropriate inquiries or issues to appropriate personnel
- Maintains confidentiality of student and staff information

Other

- Demonstrates behavior that is professional, ethical, and responsible
- Maintains confidentiality
- Serves as a role model for all district staff
- Participates in approved professional development opportunities
- Performs other duties as assigned

Knowledge and Abilities:

Knowledge of:

- Oral and written communication skills
- Interpersonal skills using tact, patience and courtesy
- Methods of collecting and organizing data and information
- Operation of a computer and assigned software
- District and department policies and procedures

- Relevant federal and state laws and requirements

Ability to:

- Work independently with little direction
- Communicate effectively both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Maintain regular and consistent attendance
- Develop, plan and organize daily operations
- Analyze situations accurately and adopt an effective course of action
- Meet schedules and time lines
- Plan and organize work

Education/Licenses/Experience: High school diploma or equivalent. Minimum one year of clerical experience, preferably in a public education environment.

Working Conditions:

Mental Demands: Self-motivated, perform tasks with little or no supervision; work with frequent interruptions; able to manage multiple complex projects concurrently; maintain emotional control under stress; ability to communicate effectively (verbal and written); coordinate district support functions.

Physical Demands/Environmental Factors: Lifting/carrying - 15-44 pounds; frequent sitting, standing, walking, climbing, stooping/crouching/kneeling, pulling/pushing, reaching; repetitive hand motions; prolonged use of computer; speaking clearly; occasional district-wide, state-wide travel; work occasional irregular hours and prolonged hours.

Calendar and Salary Range: 207 work days. See current pay grade on the Clerical Plan.

Revised: 3/6/24

The foregoing statements describe the general function and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Employee Signature

Date