

### Counselor Technician - High School

#### Purpose Statement

The job of Counselor Technician - High School is done for the purpose of providing support to the educational process with specific responsibilities for highly complex, specialized, and confidential duties to support the counseling department; providing data reporting to school administration, staff and district; assisting with master scheduling and testing; and providing administrative support to the counseling department.

This job reports to Assigned Supervisor

#### Essential Functions

- Approves and maintains school communication accounts; and inputs special services status in school database for the purpose of ensuring current and accurate information.
- Attends department and/or in-service meetings for the purpose of conveying and/or gathering information required to perform job functions.
- Communicates with students, parents, staff and others regarding student grades and schedules, confidential or sensitive issues pertaining to the Counseling Department for the purpose of providing information and/or routing inquiries in accordance with established guidelines and procedures.
- Coordinates meetings and counseling calendar for the purpose of ensuring appropriate information, scheduling, and meetings preparation.
- Creates and manages athletic rosters and determines student eligibility standards after coordinating, posting and reviewing quarter and semester grades in conjunction with Athletic Director for the purpose of supporting department functions.
- Designs complex queries at the request of administration, counselors, teachers and outside vendors for the purpose of responding to requests for specific data and administration.
- Exercises independent judgement in resolving a variety of issues, often of a sensitive nature, in person over the phone, or by email with parents, students, and teachers for the purpose of making referrals to appropriate school personnel and resolving or recommending a resolution to the situation.
- Maintains and facilitates all aspects of the grade reporting process for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Prepares and maintains accurate, confidential student records including schedules, grade reports and transcripts for the purpose of ensuring accuracy with records and providing information as needed.
- Processes inter/intra district transfers, enrolls and withdraws students, modifies transcripts, verifies graduation and provides transcripts to alumni for the purpose of providing support to the work unit in the absence of the Registrar and adhering to district guidelines and regulations.

#### Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; database management; and preparing and maintaining statistical record-keeping.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: competent and effective business telephone etiquette; communicating with diverse groups; English usage, grammar, spelling, punctuation, and vocabulary; district curriculum, grades, report cards, progress reports, and tests; record-keeping methods and practices; State and District policies and regulations related to dropping, enrolling and transferring students; and State Education Code and other applicable laws.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: strong social skills; adapting to changing work priorities; maintaining process focus; communicating with diverse groups; maintaining confidentiality; working as part of a team; working with detailed information/data; demonstrating initiative with limited supervision; and reading, interpreting, applying, and explaining rules, regulations, policies and procedures.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. The job is performed in a generally hazard free environment.

**Experience:** Three years experience, preferably working with student records; college level or secretarial science coursework preferred.

**Education (Minimum):** High school diploma or equivalent.

### **Required Testing**

None Required

### **Continuing Educ. / Training**

Maintains Certificates and/or Licenses  
District Mandated Training

### **Certificates and Licenses**

CPR/First Aid Certificate

### **Clearances**

Criminal Background Clearance  
Tuberculosis Clearance

### **FLSA Status**

Non Exempt

### **Approval Date**

December 14, 2021

### **Revised Date**

### **Salary Grade**

Range 18