

The Exceptional Student Services Administrative Support Technician performs confidential duties requiring understanding in their area of assignment in order to support with daily operations of the district. Areas of assignment may include records management, customer service, or other areas as assigned.

Chain of Command

The Exceptional Student Services Administrative Support Technician reports to the Director of Exceptional Student Services.

Competencies of the Exceptional Student Services Administrative Support Technician

The Exceptional Student Services Administrative Support Technician should possess the following:

- Exceptional written and verbal communications skills
- Strong organizational and time management skills
- Strong customer service skills
- Proficiency with various software tools, such as Microsoft Outlook, Word, Excel, and Adobe Acrobat

Essential Duties of the Exceptional Student Services Administrative Support Technician

The Exceptional Student Services Administrative Support Technician performs the following duties, including, but not limited to:

- Under direction of the Director of Exceptional Student Services, support with the operations of the Exceptional Student Services department as assigned.
- Maintain accurate records of mandatory special education processes
- Collaboration with other Exceptional Student Services team members to support the overall operation of the Department and support the needs of schools and departments
- Process, file, and organize records in both computer and paper systems; fulfill records requests; ensure files are complete and accurate
- Answer and route incoming and interoffice calls; respond to inquiries from various internal and external persons
- Prepare records for archiving; assist in destruction of records
- Sort and distribute incoming mail and prepare outgoing mail
- Able to lift twenty pounds
- Performs other duties of a similar nature and level, as assigned

Minimum Qualifications

High School Diploma or General Equivalency Diploma (G.E.D.) and two to four years of office experience including one year of assigned specialized experience are required; or any combination of education and experience sufficient to successfully perform the essential duties of the job.

Licensing/Certification Requirements

- AZ Fingerprint Clearance Card

Date Revised

10.26.2020