SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE: District Support Specialist
REPORTS TO: Assigned Supervisor

DEPARTMENT: Quality Assurance Office
CLASSIFICATION: Classified

FLSA: Non-Exempt
SALARY GRADE: 046 OTBS

REVISED: May 28, 2019

BASIC FUNCTION:

Act as a central and impartial resource among district administration, central office staff, educational area school site staff, parents, students and community members to assist in the resolution of concerns and complaints related to a wide variety of complex, sensitive, and private concerns related to district employees, resources, programs, policies, and procedures. This position receives concerns at the Superintendent of Public Instruction and Board of Education level.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. Duties may vary from area to area. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Act as a central and impartial resource among district administration and central office staff, educational area school site staff, parents, students and community members to assist in the resolution of a wide variety of complex, sensitive, and confidential issues and complaints related to district staff and various education programs and services. E

Maintain current knowledge of applicable provisions of federal, state, and district laws, rules and regulations. E

Research and interpret, stakeholder’s concerns for potential liability/or violation of district policies and procedures and California Education Code. E

Conduct research and provide information to stakeholders on the various programs and services provided by the district. E

Gather facts from relevant sources to assist in the resolution of stakeholder’s concern including reviewing documents, reports, information systems and other web-based research. E

Case management and documentation of concerns in department database for quality assurance. E

Follow up with concerned parties to ensure concerns are addressed thoroughly and in a timely manner. E
Participate in school site meetings as an impartial district representative; represent the district and or department at meetings. E

Respond to parent complaints and participate in parent meetings; represent the district and/or department at meetings. E

Maintain ongoing, effective communication with parents, students, schools, community, and district staff to effectively facilitate resolution of concerns. E

Exercise sound judgment to ensure protection and confidentiality of all documents and information concerning parties involved in compliance with federal and state regulations and district policies and procedures. E

Assist with administrative detail; conduct special studies and prepare narrative and statistical reports; maintain records. E

Assist in the development, evaluation, implementation, revision, and interpretation of policies, programs, and procedures. E

Coordinate and prepare material for department conferences, collaboratives, and study groups. E

Participate in the preparation, administration, and control of special projects activities. E

Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

Any combination of training, experience, and/or education equivalent to graduation from a recognized four-year college or university with a degree in business or public administration or related field and two years of recent related experience in a public contact assignment that demonstrates a professional and high level knowledge of handling sensitive and complex matters.

**LICENSES AND OTHER REQUIREMENTS:**

Possession of a valid California driver’s license and availability of private transportation may be required for some positions in this job class (mileage expense allowance provided). Oral and written skills in Spanish or other foreign language may be required for designated assignments.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
Socio-economic trends and/or other matters in the community.
Modern office procedures and methods.
Correct English usage, grammar, spelling, punctuation, and vocabulary.

**ABILITY TO:**
Communicate effectively orally and in writing.
Establish and maintain effective working relationships with all levels of staff, students, and the public.
Demonstrate good judgment, tact, diplomacy, patience and courtesy.
Operate standard office equipment, including computers and related software applications.
Prepare narrative and statistical reports.
Analyze situations accurately and adopt an effective course of action.
Work independently with little direction.
Plan and organize work to meet schedules and time lines.
Maintain records; prepare reports and correspondence.
Read, interpret, apply, and explain rules, regulations, policies, and procedures.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor, office setting

PHYSICAL REQUIREMENTS:
Hearing and speaking to exchange information; seeing to read, prepare, and proofread documents; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

DISTINGUISHING CHARACTERISTICS:
The District Support Specialist classification is a uniquely staffed position assigned to the Quality Assurance Office. Incumbents serve as a central and impartial resource among district administration, central office staff, educational area school site staff, parents, students, and community members.

Revised 5.28.19--JB
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PH