

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SUPPORT SPECIALIST FOR SCHOOL SAFETY

GENERAL STATEMENT OF JOB

Under general supervision performs a variety of administrative duties to support the activities of School Safety Office. Work involves providing direct assistance in the overall administration of the School Safety Section's operation and coordinating various operational and administrative activities of the Section. Employee is responsible for composing, receiving and transcribing confidential and routine correspondence, screening and independently handling a variety of inquiries by telephone and in person, and maintaining a variety of confidential records and files. Employee is also responsible for interpreting and explaining program policies and procedures, providing specialized information, assessing program goals and objectives and participating in departmental or program assessment. Reports to the Director of Security/School Safety.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provides direct assistance to the Director of Security/School Safety.

Processes information related to incidents of school crime and consequences, including entry and verification of reports, composing reports from data, and other tasks as necessary using the existing SSP software.

Gatekeeper of all suspension, discipline and crime data for the District. Collects and compiles information necessary to complete the annual state school crime report.

Compiles suspension reports on a weekly and monthly basis for school administrators. Responsible for maintaining a file of distributed reports.

Summarizes information for standard reports; selects data from varied sources.

Summarizes statistics from various sources into comprehensive report from limit instructions.

Reviews the work of all data collectors (approximately 102 collectors) and coordinates the completion and correction of needed information.

Provides administrative and technical support for school safety software data collectors. Provides training for all new data collectors.

Participates in developing special plans pertaining to school safety and security.

Administers and maintains the Emergency Nextel program.

SUPPORT SPECIALIST-SCHOOL SAFETY

Administers the Card Reader Access System using available software.

Maintains and distributes the emergency contact lists for after hours emergencies at school facilities.

Coordinates the updating of information and responsible for distributing the "Crisis Management and Emergency Handbook" to schools and administrators annually and serves as one of two primary contact persons when an emergency arises at a school.

Makes appropriate notification to administrators during emergency situations.

Serves as the primary contact person to alert school campuses of impending adverse weather conditions.

Assists the Coordinator of School Resource Officers with maintaining school resource officer attendance records.

Screens and routes materials according to content of communications; routing duties require detailed knowledge of organizational operations and individual staff member's assignments and status of work.

Receives telephone calls and visitors; gives out detailed information regarding department activities and programs; refers calls or visitors to appropriate officials.

Answers questions from employees or the public concerning policies, procedures or deadlines; explains the use of rules or information.

Processes information using a variety of computer driven word processing, spreadsheet and file maintenance programs which requires use of a variety of complicated formats for preparing correspondence, reports and manuscripts.

Attends meetings, hearings, or conferences as a participant or as staff.

Administers assigned special, recurring or regular projects; completes reports as needed.

Files and retrieves materials based on full knowledge of organization and activities.

Assists in the development of departmental or program budgets, gathers pertinent data, analyzes requests, and processes technical information.

Performs or assists in the performance of administrative details as outlined by superior.

Attends meetings of various committees to take notes and prepare minutes.

Completes special projects, studies, reports, correspondence, or other assignments.

SUPPORT SPECIALIST-SCHOOL SAFETY

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school, supplemented by college-level course work in business administration, secretarial science, criminal justice or a related field and 3 to 5 years of progressively responsible experience in administrative work involving public contact, with some law enforcement experience preferred; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the state of North Carolina.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, printers, copiers, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Due to amount of time spent standing and/or walking, physical requirements are consistent with those for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from supervisors.

Language Ability: Requires the ability to read correspondence, reports, handbooks, forms, lists, etc. Requires the ability to prepare correspondence, simple reports, forms, etc., using prescribed format.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form.

SUPPORT SPECIALIST-SCHOOL SAFETY

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; and to utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of office equipment, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shapes of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the operations and activities of the department.

Considerable knowledge of acceptable school safety principles and practices.

Considerable knowledge of information gathering and reporting techniques.

Considerable knowledge of common word processing, spreadsheet and file maintenance programs.

General knowledge of computers and peripheral equipment.

General knowledge of the principles of organization and administration.

Skill to operate a computer and typewriter.

Ability to interpret, analyze and report information.

SUPPORT SPECIALIST-SCHOOL SAFETY

Ability to generate correspondence and reports independently.

Ability to maintain confidential information.

Ability to interact and deal with the public in a professional manner.

Ability to operate common office machines.

Ability to maintain complete and accurate records and to develop standard reports from those records.

Ability to respond to questions based on considerable knowledge of the department.

Ability to understand and follow oral and written instructions.

Ability to type accurately at a moderate rate of speed.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.