



Truancy & Recovery Technician

GENERAL PURPOSE

Under general supervision, performs a wide variety of difficult and responsible specialized technical and administrative duties in support of OCDE's Alternative Education truancy and recovery services; interacts with students, families, probation staff, teachers, administrators, and other staff to gather information; monitors and tracks students' progress; coordinates and schedules meetings; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Truancy and Recovery Technicians are responsible for independently performing a wide variety of difficult and responsible technical and administrative functions requiring detailed knowledge of OCDE's Alternative Education Community Schools Programs.

Work requires familiarity with and the ability to exercise initiative and sound judgment, the ability to develop sound solutions to difficult problems and demonstrated skill in handling routine to complex questions, complaints and problems based on knowledge gained through experience. Incumbents use advanced word processing, spreadsheet and graphics skills in the development of technical documents and presentation materials.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Researches attendance history; interacts with students, families, teachers, administrators, probation staff, and other OCDE and community agency staff to gather data related to students' attendance and credits.
2. Compiles and enters data into spreadsheets; monitors progress of student attendance; sorts and categorizes data; analyzes school attendance data to identify truancy issues; and creates and distributes a variety of reports for administration.
3. Provides assistance to Program Administration in tracking students' attendance history, recovery plans, and students' progress.
4. Coordinates, plans, and schedules a variety of meetings; follows up with families to ensure attendance; and compiles and prepares materials.
5. Communicates with teachers and families to provide assistance in assuring students continued attendance.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

6. Collaborates with ACCESS staff to provide information on support and resources for families with hardships.
7. Organizes, maintains, and updates a variety of records, documents, and files.
8. Responds to questions from parents, students, and teachers regarding attendance policies and practices.
9. Assist in the planning and coordination of professional development on truancy and recovery.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, conferences, committees, workshops, and seminars.
2. Conducts special projects as assigned.

QUALIFICATIONS

Knowledge of:

1. OCDE and state regulations, rules, and policies regarding student attendance.
2. OCDE organization, rules, policies, procedures, and operating practices related to areas of responsibility.
3. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
4. Terminology, work processes and local, state and federal requirements applicable to areas of assigned responsibility.
5. Advanced uses of word processing, spreadsheet, database and other software to create documents and materials requiring the interpretation and manipulation of data.
6. Research techniques, methods, and procedures.
7. OCDE administrative policies, procedures and approval processes.

Ability to:

1. Interpret and explain OCDE and state regulations, rules, and policies regarding student attendance.
2. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
3. Interpret, apply, and reach sound decisions within established guidelines, policies and procedures.
4. Manage multiple and rapidly changing priorities to meet the needs and expectations of program management.
5. Use spreadsheet and other software to develop and maintain spreadsheets.
6. Represent OCDE effectively in providing program information to staff, parents, and administrators.
7. Compose correspondence, prepare documents, and make arrangements from brief instructions.
8. Communicate clearly and effectively, orally and in writing, in English.

Ability to: (cont.)

9. Prepare clear, accurate, and concise records and reports.
10. Maintain highly sensitive and confidential information.
11. Deal with sensitive and difficult situations.
12. Establish and maintain highly effective working relationships with OCDE and program management; administrators, staff, probation staff, teachers, students, and families; other interested organizations; the public and others encountered in the course of work.
13. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate's degree in business management or a related field; and three years of increasingly responsible office administrative experience, at least two of which provided familiarity with OCDE Alternative Education programs; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, move up to 25 pounds. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult scheduling and administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with OCDE and program management; administrators, staff, teachers and parents of participating school districts; other interested organizations; the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee works under typical office conditions, and the noise level is usually quiet.