

WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

Admirative Assistant to Pupil Services Position Description

LOCATION: Pupil Services

JOB CATEGORY: Support

PAY GRADE: Grade 7

CONTRACT TYPE: 250 Day – 12 Month

FSLA: Non-Exempt

IMMEDIATE SUPERVISOR: Director of Pupil Services

GENERAL DEFINITION AND CONDITIONS OF WORK

Performs a variety of complex administrative, clerical, and organizational duties in support of the Director of Pupil Services, Nursing Coordinator, and other assigned department personnel.

Provides administrative support for student services, nursing services, homebound instruction, homeschooling, records management, compliance activities, and other pupil services functions.

Processes, maintains, and transmits information to schools, families, community agencies, healthcare providers, governmental entities, and other organizations. Serves as a liaison between the department and stakeholders while maintaining strict confidentiality and supporting the efficient operation of the Pupil Services Department.

ESSENTIAL FUNCTIONS/TYPICAL TASKS

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Serves as the primary administrative support for the Director of Pupil Services, Nursing Coordinator, and other assigned department personnel.
- Serves as the primary contact for the division's Spanish-language communication line, providing interpretation, translation, and customer service support for students, families, staff, and community partners.
- Assists Spanish-speaking families with enrollment, attendance, student services, health services, and other division programs and processes through oral and written communication in English and Spanish.
- Coordinates and maintains records, documentation, communications, and compliance activities related to homebound instruction, homeschooling, student records management, and nursing services.
- Maintains confidential student, medical, personnel, and departmental records in compliance with applicable federal, state, and local laws and regulations, including FERPA, HIPAA, and Virginia Department of Education requirements.

- Processes student records requests, transfers, withdrawals, enrollment documentation, annual homeschool submissions, medical documentation, and other pupil services records.
- Collects, organizes, reviews, maintains, and prepares reports, records, databases, spreadsheets, audits, compliance documentation, and state and federal reporting requirements.
- Assists with the preparation, submission, monitoring, and maintenance of grants, contracts, memorandums of understanding, purchase orders, invoices, reimbursements, budgets, and other departmental financial and operational records.
- Prepares correspondence, memoranda, reports, presentations, meeting materials, and other documents from verbal instructions, notes, drafts, or independent research.
- Coordinates calendars, meetings, conferences, professional development activities, clinics, screenings, special events, and departmental communications; attends meetings and prepares minutes and supporting documentation as needed.
- Greets visitors, answers telephones, responds to inquiries, receives and distributes correspondence, and serves as a liaison between schools, families, healthcare providers, community agencies, governmental entities, and other stakeholders.
- Maintains knowledge of current laws, regulations, policies, procedures, and best practices affecting pupil services, nursing services, student records, homebound instruction, homeschooling, attendance, and related programs.
- Utilizes and maintains proficiency in division-approved information systems, electronic records management systems, software applications, communication tools, and office equipment necessary to support departmental operations.
- Collaborates with school and division personnel to support departmental operations, compliance requirements, new initiatives, and the evolving needs of the Pupil Services Department.
- Performs multiple tasks simultaneously, manages competing priorities and deadlines, and exercises sound judgment in handling sensitive and confidential information.
- Takes all necessary and reasonable precautions to protect students, employees, records, equipment, materials, and facilities.
- Complies with School Board policies, administrative regulations, and division procedures.
- Maintains appropriate professional boundaries with students, serves as a positive role model, and models non-discriminatory practices in all activities.
- Performs other duties as assigned by the Director of Pupil Services, Nursing Coordinator, Superintendent, or designee.
- Perform all other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of standard office administration practices, procedures, records management, office technology, and administrative support functions. Thorough knowledge of business English, grammar, spelling, and business mathematics. Working knowledge of student services, nursing and health services, student records management, attendance, homebound instruction, homeschooling requirements, and applicable federal, state, and local compliance requirements preferred. Demonstrated fluency in English and Spanish with the ability to communicate effectively, both orally and in writing, and to provide accurate interpretation and

translation services for students, families, staff, community partners, and other stakeholders. Ability to serve as the division's primary Spanish-language communication resource and effectively assist Spanish-speaking families with student services, enrollment, attendance, health services, and other school-related matters. Ability to maintain strict confidentiality and exercise sound judgment when handling sensitive student, medical, personnel, and departmental information. Ability to organize, prioritize, and manage multiple projects, deadlines, and competing responsibilities in a fast-paced environment. Ability to collect, review, analyze, and prepare data, records, reports, and compliance documentation with a high degree of accuracy and attention to detail. Ability to establish and maintain effective working relationships with students, families, staff, healthcare providers, community agencies, governmental entities, and the public. Ability to operate and maintain proficiency in current and future division-approved technology systems, software applications, databases, communication platforms, and office equipment necessary to perform assigned responsibilities. Ability to follow oral and written instructions, exercise independent judgment, and work effectively with minimal supervision.

EDUCATION AND EXPERIENCE

Graduation from high school is required; an associate degree or higher is preferred. Considerable experience in administrative support, office management, records management, education, healthcare administration, nursing administration, social services, or a related field is preferred. Fluency in English and Spanish, including the ability to speak, read, write, interpret, and translate effectively, is required. Any equivalent combination of education and experience that provides the required knowledge, skills, and abilities may be considered.

SPECIAL REQUIREMENTS

Bilingual proficiency in English and Spanish is an essential function of this position. Warren County Public Schools reserves the right to assess language proficiency through interviews, written assessments, translation exercises, or other evaluation methods. The employee must maintain confidentiality of all student, medical, personnel, and departmental information and comply with all applicable federal, state, and local laws and regulations. The employee must be able to travel between schools and division-related locations throughout Warren County Public Schools and maintain regular travel between schools, offices, community agencies, and other assigned locations as necessary to perform assigned duties. Employees operating a personal or division vehicle for work-related purposes must maintain a valid driver's license and meet all Warren County Public Schools driver eligibility and authorization requirements. Employees transporting students must successfully complete and maintain all required driver screenings, approvals, and compliance requirements, including but not limited to Motor Vehicle Record (MVR) reviews and any division-required training or documentation. The candidate must possess good moral character and serve as a positive role model both in and out of the school environment.

PHYSICAL DEMANDS/REQUIREMENTS

Work is primarily performed in an office environment; however, duties may require travel to schools, clinics, healthcare facilities, training locations, community agencies, and other division facilities. The employee must be able to sit, stand, walk, bend, reach, stoop, kneel, crouch, and move throughout offices and school facilities for extended periods. The employee may occasionally lift, carry, move, or transport files, records, office supplies, equipment, and

materials weighing up to 25 pounds, with or without reasonable accommodation. The position requires sustained use of computers, keyboards, telephones, and other office equipment. Visual acuity sufficient to review records, reports, student information, medical documentation, computer screens, and data is required. Hearing and speaking abilities sufficient to communicate effectively in person, by telephone, through virtual meetings, and during emergency situations are essential. The employee must be able to maintain concentration while managing multiple priorities, frequent interruptions, confidential information, and time-sensitive deadlines.

EVALUATION

Performance will be evaluated by Director of Pupil Services in accordance with School Board policies and division guidelines.

Warren County Public Schools is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, disability, age, religion, ancestry, genetic information, marital status, or any other characteristic protected by law. WCPS is committed to providing a work environment free from discrimination and harassment.