



JOB TITLE	DEPARTMENT	REPORTS TO
Parent Information Specialist	Student Assignment	Director of Student Assignment

Position No: 61110	Length of Work Year: 12 Months
Salary Schedule: P08	Date Approved: 5/13/03
FSLA: Exempt	Date Revised: 6/23/17

JOB GOAL
To increase parental/public awareness of school choice options and procedures. The Parent Information Specialist is responsible for school choice enrollment and providing enrollment services to parents and students. The Specialist will assist parents and student by providing general information and services about choice enrollment opportunities.

MINIMUM QUALIFICATIONS
<ol style="list-style-type: none"> 1. Bachelor's degree in Business, Marketing or Social Services preferred, or three (3) years of related customer service leadership experience. 2. Project management skilled, with strong customer service skills 3. Demonstrate the ability to work with diverse groups and effectively communicate both orally and in writing. 4. Knowledge of current computing technologies and software applications appropriate to the position's job responsibilities preferred. 5. Demonstrate proficiency in Microsoft Office Suite with a focus of MS Excel, MS Word, and MS PowerPoint. 6. Bilingual preferred. 7. Ability to perform the functions of the position.

DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. To develop and implement activities that will increase parent's participation in school choice options. 2. To assist with student choice enrollment. 3. To assist the Director of Student Assignment to develop a media plan for choice enrollment services and coordinates all publicity and advertising in coordination with the district communications office. 4. To schedule and facilitate the student assignment appeals committee meetings and notifies parents of decisions of the committee. 5. To develop a network of various departments within the school district and community to support parents through the assignment choice process. 6. To monitor and track data related to the increase of enrollment through activities. Develops training manuals, brochures, procedures and other relevant information for parents. 7. To monitor and provide updates to the district website. 8. To answer calls, responds to request and refers students to appropriate resources including but not limited to Homeschool, Charter School, Homeless, Magnet Programs, High Completion, ESE and Social Services and Districtwide Academic and Career Technical Education Programs. 9. To provide comprehensive customer service in a high volume and challenging, fast paced environment. 10. To interpret and respond to parents/student's inquiries in person, via the telephone, and electronically regarding registration and enrollment and general policy procedures. Gathers information from student or parents in order to understand and evaluate individual

circumstances; interprets relevant policies, procedure and guidelines to determine best course of action.

11. To assist in organizing and maintaining the Homeless Supply Closet and any other duties and activities as it relates to the Homeless Program.
12. To perform assigned tasks in a timely and efficient manner.
13. To perform assigned tasks with a high standard of quality.

PHYSICAL DEMAND CLASS:

Light (L) - Frequent lifting and carrying of objects weighing 10 pounds or less. Infrequent lifting and carrying of objects weighing 11-35 pounds. Frequent walking and/or standing is required to carry out duties.