

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: SUPPORT SERVICES TECHNICIAN

BASIC FUNCTION:

Under the direction of the Manager, Transportation, perform varied and responsible secretarial and administrative assistant duties in support of County Office transportation functions; serve as a liaison and coordinate transportation communications and information between the County Office, bus contractor, parents, staff, faculty, students and others.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform varied and responsible secretarial and administrative assistant duties in support of County Office transportation functions; coordinate flow of student transportation-related communications and information; assure smooth and efficient office operations

Serve as a liaison between the County Office, bus contractor, parents, staff, faculty, students and others concerning transportation functions; research, investigate and resolve parent, teacher, contractor and student transportation issues, complaints and conflicts in a proper and timely manner.

Serve as secretary to the Manager, Transportation; perform public relations services for the Manager, Transportation; receive, screen and route telephone calls; take, retrieve and relay messages as needed; monitor and respond to two-way radio communications as needed.

Prepare and maintain a variety of records, logs and reports related to students, late buses, absences, bus service requests, routes, citations, suspensions, payroll, enrollment, financial activity and assigned activities; establish and maintain filing systems.

Provide assistance in meeting the transportation needs of individual students; identify and locate appropriate individuals to receive students from buses as needed; assist with coordinating response to bus accidents or incidents according to established policies and procedures.

Input and update a variety of student, transportation and other data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets and generate a variety of computerized reports.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as letters, forms, reports, memoranda, spreadsheets and other materials; proofread, revise and verify accuracy of documents.

Research, compile and verify a variety of student, transportation and other data and information; prepare

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San Mateo County Office of Education

Perform varied and responsible secretarial and administrative assistant duties in support of County Office transportation functions.

Serve as a liaison and coordinate transportation communications and information between the County Office, bus contractor, parents, staff, faculty, students and others.

Research, investigate and resolve parent, teacher, contractor and student transportation issues, complaints and conflicts in a proper and timely manner.

Compose correspondence and written materials independently or from oral instructions.

Type or input data at an acceptable rate of speed

Answer telephones and greet the public courteously.

Complete work with many interruptions.

Compile and verify data and prepare reports.

Maintain a variety of records, logs and files.

Utilize a computer to input data, maintain automated records and generate computerized reports.