

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION

Page 1 of 4

TITLE: FAMILY SERVICES TECHNICIAN

Job Goal: Efficiently and effectively assist in the daily operation of Family Services programs including application support, technical functions, accounting, record keeping, the health and safety of children, program development and implementation, classroom support, staff relations and customer relations. Act as liaison with schools and district office concerning student data reporting requirements and maintain a variety of database files (i.e., utilize a variety of software) to prepare narratives and reports. Assist with future Family Services program planning and development.

QUALIFICATIONS

Knowledge of:

1. Correct English usage, spelling, grammar, punctuation and math.
2. Applicable state laws, district policies, procedures and other regulations governing the program or area of assigned responsibilities.
3. Advanced applications software, databases maintenance, query, hardware specifications and training requirements related to data processing.
4. Office methods and procedures.
5. Proper oral and written communication techniques and etiquette in face-to-face interactions and communication using technology.
6. Current technological advances, industry standards and trends.
7. Federal, state and local laws, codes, statutes and district policy related to early childhood education and school age enrichment programs.
8. Safety rules and regulations for this position.
9. General terms, procedures and practices used in research and statistical analyses and presentations, establishing and maintaining a variety of records.
10. Current methods, practices and procedures involving the use of network and computer technology and related equipment.

Ability to:

1. Maintain program records for equipment and facilities in an effective and efficient manner.
2. Contribute and work as a flexible team member without direct supervision.
3. Operate computers and standard office equipment including related software programs to include word processors, spreadsheets and databases.
4. Provide technical assistance.
5. Work efficiently with frequent interruptions.
6. Work effectively with coworkers and stakeholders
7. Read, comprehend and apply complex instructions and technical documents.
8. In alignment with district policy, analyze situations and take appropriate action in a variety of procedural matters without immediate supervision.
9. Compile and maintain accurate and complete records, reports, reference and data collection systems.

JOB DESCRIPTION Family Services Technician

Ability to (continued)

10. Handle all matters in a tactful, courteous and confidential manner.
11. Learn and follow the operations, procedures, policies and requirements of an assigned program or operational unit.
12. Perform a variety of specialized tasks, involving use of independent judgment, logic and data analysis requiring accuracy and speed.
13. Perform mathematical calculations and accounting functions.
14. Read and understand technical language, policies and manuals.
15. Receive and give information over the telephone, via email or in person in a courteous manner.
16. Assist in coordinating, assigning and scheduling the work of others.
17. Provide for the health, safety and social needs of children in accordance with Family Services policies and procedures and district Board policy.
18. When necessary, assume responsibility for supervision of children.
19. Effectively communicate and collaborate to promote and support Family Services programs throughout the district in accordance with Family Services policies and procedures and district Board Policy.
20. Effectively communicate with parents in accordance with Family Services policies and procedures and district Board policy.

Training and Experience:

1. Equivalent to the completion of the twelfth (12th) grade required.
2. Proficiency in office applications, databases and spreadsheet software.
3. Two (2) years of increasingly responsible technical experience including successful use of databases, information systems or any combination of training and experience that could likely provide the desired knowledge and abilities may be considered.
4. A work history demonstrating dependability and good attendance.

REPORTS TO: Family Services Supervisor and/or Director

ESSENTIAL FUNCTIONS

1. Prepares and maintains accurate records related to the operation of Family Services programs including, but not limited to, case file management, filing, data entry, attendance and other documents required for program operation.
2. Prepares and maintains accurate records and reports related to payroll for Family Services employees including, but not limited to, absence requests and sub-finding reports; delivers to Family Services Secretary or designee on a scheduled basis.
3. Troubleshoots and communicates problems and concerns, including maintenance, repair and program operations to a Family Services Supervisor. Prepares and maintains accurate reports and records.

JOB DESCRIPTION Family Services Technician

ESSENTIAL FUNCTIONS (continued)

4. Receives and gives information over the telephone or in person in a courteous manner.
5. Prepares and maintains accurate records of phone inquiries and submits to Family Services Supervisor or designee on a scheduled basis.
6. Inspects completed work for accuracy and compliance with instructions and established standards.
7. Assumes responsibility for site staff duties in the absence of regularly assigned site staff.
8. Ensures security of Family Services facilities; locks and unlocks doors, sets alarm systems, arranges for lock repairs, etc.
9. Reports suspected child abuse and communicable diseases to appropriate offices.
10. Attends, presents and participates in staff meetings and training programs required by Family Services and remains up to date on changing procedures and technology related to student records.
11. Maintains professional competence through district-provided appropriate professional growth activities.
12. Problem solves program concerns with a Family Services administrator.
13. Follows Family Services policies and procedures and district Board policy.
14. Knows and understands the Mission and Core Values of Family Services and the district.
15. Operates computer to generate lists, update records, respond to requests, etc.
16. Organizes and performs a variety of technical duties in support of the day-to-day operations of Family Services as outlined by district and State guidelines.
17. Maintain Student Management Systems related to student record keeping for Family Services students.
18. Assists with ordering supplies for Family Services.
19. Work effectively under pressure in a fast-paced environment and under strict deadlines.
20. Participates in district in-service training as required.
21. Performs other related duties as assigned.

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation in English or other designated language.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend and walk.
5. Able to sit for sustained periods of time.
6. Able to climb slopes, stairs, steps, ramps and ladders.
7. Able to lift up to ten (10) pounds frequently and thirty (30) pounds occasionally.
8. Able to carry up to ten (10) pounds frequently and thirty (30) pounds occasionally.
9. Able to push and pull objects weighing up to thirty (30) pounds.
10. Able to exhibit full range of motion for shoulder external rotation and internal rotation.

JOB DESCRIPTION Family Services Technician

PHYSICAL ABILITIES (continued)

11. Able to exhibit full range of motion for shoulder abduction and adduction.
12. Able to exhibit full range of motion for elbow flexion and extension.
13. Able to exhibit full range of motion for shoulder extension and flexion.
14. Able to exhibit full range of motion for back lateral flexion.
15. Able to exhibit full range of motion for hip flexion and extension.
16. Able to exhibit full range of motion for knee flexion.
17. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy in a safe and effective manner.
18. Able to operate a motor vehicle in a safe and effective manner.

TERMS OF EMPLOYMENT: Twelve-month work year
Classified bargaining unit employee

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The evaluation will be completed by the Family Services Supervisor, and/or Director.

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE and
AN AFFIRMATIVE ACTION, EQUAL OPPORTUNITY EMPLOYER**

The District does not discriminate against employees or job applicants on the basis of gender, race, color, religious creed, national origin, ancestry, age of 40, marital status, physical or mental disability, or Vietnam Era veteran status. Equal opportunity shall be provided to all employees and applicants in every aspect of personnel policy and practice. The District does not discriminate against person with disabilities who, with reasonable accommodation, can perform the essential functions of the job in question.

Approved by: Board of Education Date:12/15/22