



Job Title: Receptionist, Bilingual

Department: Enrollment and Student Information Office

Reports To: Executive Director of Enrollment and Student Information

Grade: CA-06

Number of Days: 12 Months

Security Access: ESC

Overtime Status: Non-Exempt

Last Revised Date: February 12, 2013

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers, and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals, and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day.

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy, and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities, and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive because when we create, innovate, and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task, or concept and experiencing breakthrough moments.

Position Summary: Provides translation and interpretation assistance with internal and external customers. Assists with all Accountability Department processes to include student records, transfers, attendance, graduation/credit requirements, transcripts, assessment, suspension, drop-outs/truancy reports, trend data reports and surveys. Ensures accuracy. Assists with research projects as may be required. Communicates on a positive basis with patrons and school personnel and students.

Minimum Qualifications:

- High school diploma or equivalent
- College credit or degree preferred
- Minimum of three years relevant customer service experience

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Greets, directs and interprets for the Office of Accountability incoming and exiting patrons
- Assists registrars in the schools to ensure accuracy of data
- Monitor and assist with cumulative records and student transcripts
- Assist with the daily operations of the student record process
- Assist with the daily operations of the district attendance process
- Prepare and print all documents relating to student records
- Monitor and assist school sites to ensure that all district and state regulations and guidelines are followed
- Provide timely information and referral services to internal and external customers about student records, grade reports, attendance and transcripts
- Assist with the development, planning and facilitation of the district registrar and attendance clerk training sessions for the EC sites
- Monitor and assist with the verification of the retention list
- Assist with the enrollment, prior enrollment, EC enrollment and special facilities enrollment processes
- Assist with the collection of all enrollment documents that generate revenue (home language surveys, transportation, enrollment forms, out-of-home placement forms)
- Assist with ensuring that all withdrawals of home-schooled students are properly documented by school sites
- Assist with monitoring the daily operations of the attendance and enrollment processes
- Assist as needed with the transfer process
- Assist as needed with the affidavit process
- Ensure that all student record files are organized, accurate, up-to-date, and in compliance with applicable school law, board policy and department regulations
- Assist with input of all data on the WAVE
- Create and maintain an electronic data system when necessary
- Monitor and assist with the End of School Checkout
- Assist with the class size audits, site and district accreditation, FQSR and ASR
- Assist with the maintenance of the depository for active and inactive student records
- Complete any trend data reports as assigned (ethnicity, mobility, etc.)
- Dependable, punctual attendance and completion of assigned projects and responsibilities
- Display ability to work collaboratively with others on a team
- Perform other tasks, duties, or services consistent with this position as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Demonstrable proficiency with Microsoft Office products. Extensive knowledge of computer skills including but not limited to Microsoft Office – Access, Excel, Outlook, PowerPoint, Publisher and Word; and District and State student information management systems
- Ability to work cooperatively and collaboratively with both internal and external customers
- Effective oral and written communication skills
- Ability to collect and analyze data from a variety of sources, evaluate and make recommendations
- Ability to balance multiple projects within a data driven accountability environment
- Ability to translate established Department and District goals into everyday work activities
- Ability to consistently implement district accountability policies and procedures
- Ability to maintain confidential information
- Demonstrate self-discipline and initiative

Supervisory Responsibilities:

- This role does not directly supervise any individuals

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email, being able to sit for long periods of time without a break, etc.
- Normal effort of occasional periods of moderate physical activity

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and Title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.