

## **Position: Reporting and Student Services Specialist**

### **Reports to: Chief Compliance Officer**

**Description:** The Reporting and Student Services Specialist fulfills an integral role within the Compliance team and will be involved in several aspects of Student Services. The position will be responsible for working with the Pennsylvania Information Management System (PIMS) Coordinator to help oversee reporting and data collections for the Pennsylvania Department of Education and Office of Civil Rights. The position will also be responsible for supporting data needs for Administration including creation of custom reports. Additionally, during periods of slower reporting activity, the Reporting and Student Services Specialist will help drive operational efficiency in areas including Enrollment, Records, Testing, and Attendance.

### **Key Responsibilities:**

- Work on tasks assigned by the PIMS Coordinator to ensure reporting efforts are completed accurately and within the deadline.
- Maintain a schedule of PIMS reporting and work with the PIMS Coordinator to obtain the required information and review for accuracy and consistency.
- Collaborate with technical support on system/report needs.
- Ability to create custom reports requested by Administration to help create visibility into desired activities and metrics.
- Ability to multi-task and assist other areas within the Compliance and Student Services group under the direction of the Chief Compliance Officer. This will include performing administrative work in the areas of Enrollment, Records, Testing, and Attendance during their high-volume seasons. Examples of such work would include, but may not be limited to:
  - During peak seasons, particularly in the summer months, assist the Records team with obtaining necessary school records, processing withdrawals and address changes, and helping to build hardcopy student files.
  - During peak seasons, particularly in the summer months, assist the Enrollment team by performing reviews to identify and gather outstanding documentation that must be obtained for school registration.
  - During preparation periods for standardized testing, assist the Testing team with logistical planning including securing testing sites and transportation for staff and/or students and their families.
- Maintain confidentiality of student related information.
- Active engagement in individual, department and school-wide initiatives and professional development.
- Travel for administration of standardized testing, field trip supervision, and other school related business, and training.
- Complete other duties as assigned by administration.

### **Problem Solving/Analysis:**

When dealing with students, families and colleagues, utilize effective and appropriate communication skills by collaborating with administration and staff members in order to take the best course of action. Use discretion and uphold confidentiality when discussing and reviewing situations that may need additional guidance. Determine, plan and execute the most viable strategy for a successful outcome.

### **Education Level:**

- Bachelor's degree preferred

### **Experience:**

- Administrative or operational experience, preferably in a school setting highly preferred
- Advanced skills within Google Sheets and Microsoft Excel. Ability to use functions including VLOOKUP, Pivot Tables, Macros and other advanced formulas

- Understanding of Relational Databases and Text or CSV files
- High-level knowledge of operations and public and charter school regulations
- Demonstrated experience with tasks requiring a high attention to detail
- Demonstrated experience managing multiple projects

**Skills and Abilities:**

- Effective use of interpersonal and communication skills, including tact and diplomacy
- Effective use of organizational and planning skills, including working on multiple projects
- Effective knowledge transfer of reporting requirement changes to team members and data owners
- Maintain confidentiality of work related information and materials
- Ability to prioritize short and long-term projects
- Organizational skills reflective of ability to continually track, monitor and adjust procedures and systems