

**FRANKLIN PIERCE SCHOOLS**  
**JOB DESCRIPTION**

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**POSITION TITLE: LEARNING SUPPORT SERVICES OFFICE MANAGER**

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**JOB SUMMARY:** The Learning Support Services Office Manager is responsible for managing the Learning Support Services office; assisting Learning Support Services staff; inputting and exporting data to and from computer system; managing Head Start, ECEAP, special education, Title I, LAP, Heath Services, and ELL budgets; preparing confidential reports and documents including responses to inquiries from students, parents, district staff and the public.

**ESSENTIAL JOB FUNCTIONS:**

Coordinates and oversees office activities and operations in collaboration with other LSS office manager; provides secretarial support for executive director, assistant director, and program specialists; trains staff, as necessary; maintains LSS webpage and online document storage.

Inputs and exports data in the special education and ELL databases to provide reliable and accurate information; maintains special education files and records; checks integrity and accuracy of confidential student data

Manages LSS accounts to ensure accuracy, proper use of funds and program compliance, including special education staff billings, Medicaid billings, special education grants, Title 1 and Head Start budget; provides account numbers to staff, where needed; monitors Grants for accuracy; provides updates to Executive Director.

Prepares and distributes reports & documents (e.g. district/state/federal reports, ELL monthly and annual reports, correspondence, etc.) to provide information to district staff and parents.

Responds to inquiries from district staff, students, parents and the public to provide information, and/or refer to appropriate parties. Serves as district liaison with IEP online CEDARS, Skyward, and with other agencies and districts in meeting the needs of students in LSS programs.

Assists special education staff with referrals, placement, enrollment, verification of student information, faculty needs, etc. to provide students with quality customer service. Manages communication and paperwork for Home/Hospital tutor program

Assists special education staff in schools by providing materials, information and support.

Coordinates special education student transportation to meet special needs outside of regular district transportation system.

Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent, required.
- Three years secretarial experience in a school setting and one year office management experience, preferred.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

Skills to:

- operate standard office equipment, including computer
- use proper grammar, spelling and English in both oral and written communications
- read and interpret specific rules, laws, and agreements, and apply them with good judgment
- handle confidential matters and information in a professional manner
- perform basic arithmetic calculations

Knowledge of:

- word processing, spreadsheet and database software
- general clerical procedures
- operation of standard office equipment, including a computer
- district, state and federal policies and procedures
- basic budgeting, financial and statistical record keeping

Ability to:

- handle confidential matters and information in a professional manner
- work in an atmosphere where interruptions occur frequently and priorities are often modified
- use diplomacy in dealing with public and district staff
- establish cooperative working relationships with district staff to enhance the completion of assigned tasks
- manage others
- communicate effectively with staff, students, parents and the public
- organize, set priorities
- meet deadlines, attend to detail and follow through on a variety of assigned tasks
- understand and carry-out oral and written instructions
- upgrade skills necessary to perform work.

**SPECIALIZED PERFORMANCE RESPONSIBILITIES:**

- Must be able to work positively and diplomatically with potentially difficult people in demanding situations, maintaining a positive demeanor while working toward resolution.
- Must demonstrate a sincere interest in representing the District in a positive and professional manner, both in person and by phone.
- Knowledge of federal and state special education laws and procedures.

**REPORTING RELATIONSHIP:** Reports to the Executive Director of Learning Support Services

*April 2000  
Rev. June 2005  
December 2008  
December 2017*