

Early Childhood Instructor II

JOB TITLE

EARLY CHILDHOOD
INSTRUCTOR II

DIVISION

DISTRICTWIDE INSTRUCTIONAL
PROGRAMS

REPORTS TO

PRINCIPAL/DESIGNATED
SUPERVISOR

SALARY SCHEDULE & GRADE

IA, GRADE 7

LENGTH OF WORK YEAR

AS ASSIGNED

DATE

JULY 12, 2010

SCOPE OF RESPONSIBILITIES

Implements an educational program for preprimary students by providing comprehensive assessments, evaluations and instruction to meet the needs of parents and children.

PERFORMANCE RESPONSIBILITIES

1. Implements a comprehensive education program for eligible preprimary students under the supervision of the designated supervisor and the Early Childhood resource teacher.
2. Implements procedures for assessing, recording and reporting student progress.
3. Maintains daily attendance records for students in compliance with district, state and federal procedures and contacts parents if a student's participation in the program is irregular.
4. Plans and implements a parent involvement program which includes volunteers, parent/child activities, transition activities and home visitations as required by state and federal guidelines.
5. Maintains accurate records on the program and provides data to appropriate program personnel.
6. Plans regularly with staff and participates in appropriate school meetings and activities.
7. Participates in professional development as required by state and federal mandates.
8. Complies with policies, rules and regulations of the School District and of any state and/or federal regulatory agency where appropriate.
9. Duties may include performance of health services, for which training will be provided.
10. Performs other duties as assigned by the principal/designated supervisor.

PHYSICAL DEMANDS

The work is performed while standing or walking. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS- additional minimums added to revised job description

1. One year successful experience working in an Early Childhood educational setting
2. Child Development Associate (CDA) or Associate Degree of General Studies Early Childhood
3. Experience in working with children and parents with special needs, multi-cultural-ethnic backgrounds
4. ~~Early Childhood bus monitor training provided by the district's transportation department~~
5. Program specific certifications/training

DESIRABLE QUALIFICATIONS

1. Experience in teaching multi-age groups with students under the age of five
2. Understanding of developmentally appropriate practices for preprimary students

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Early Childhood Instructor III

JOB TITLE

EARLY CHILDHOOD
INSTRUCTOR III

DIVISION

DISTRICTWIDE INSTRUCTIONAL
PROGRAMS

REPORTS TO

PRINCIPAL/DESIGNATED
SUPERVISOR

SALARY SCHEDULE & GRADE

IA, GRADE 8

LENGTH OF WORK YEAR

AS ASSIGNED

DATE

JULY 12, 2004

SCOPE OF RESPONSIBILITIES

Implements an educational program for preprimary students by providing comprehensive assessments, evaluations and instruction to meet the needs of parents and children.

PERFORMANCE RESPONSIBILITIES

1. Implements a comprehensive education program for eligible preprimary students under the supervision of the designated supervisor and the Early Childhood resource teacher.
2. Implements procedures for assessing, recording and reporting student progress.
3. Maintains daily attendance records for students in compliance with district, state and federal procedures and contacts parents if a student's participation in the program is irregular.
4. Plans and implements a parent involvement program which includes volunteers, parent/child activities, transition activities and home visitations as required by state and federal guidelines.
5. Maintains accurate records on the program and provides data to appropriate program personnel.
6. Plans regularly with staff and participates in appropriate school meetings and activities.
7. Participates in professional development as required by state and federal mandates.
8. Complies with policies, rules and regulations of the School District and of any state and/or federal regulatory agency where appropriate.
9. Duties may include performance of health services, for which training will be provided.
10. Performs other duties as assigned by the designated supervisor.

PHYSICAL DEMANDS

The work is performed while standing or walking. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS- additional minimums added in revised job description

1. One year successful experience working in an Early Childhood educational setting
2. Bachelor's degree in Child and Family Studies
3. Experience in working with children and parents with special needs, multi-cultural-ethnic backgrounds
4. Early Childhood bus monitor training provided by the district's transportation department

DESIRABLE QUALIFICATIONS

1. Experience in teaching multi-age groups with students under the age of five
2. Understanding of developmentally appropriate practices for preprimary students

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NEW
MAY 24, 2016



JOB TITLE	CUSTOMER SERVICE REPRESENTATIVE		
DIVISION	COMMUNICATIONS AND COMMUNITY RELATIONS		
SALARY SCHEDULE	1A GRADE 4		
WORK YEAR	260	FLSA STATUS	NON EXEMPT
REPORTS TO	SPECIALIST COMMUNITY RELATIONS		
SUPERVISES			

SCOPE OF RESPONSIBILITIES

Provides friendly and professional customer service for incoming customer requests. Answers calls, researches required information using available resources, routes call to appropriate departments, handles complaints, troubleshoots problems and provides information.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Represents JCPS in an effective, professional and respectful way to the customer community
 Handles customer inquiries by telephone, chat, web service and email
 Researches requested information using available resources
 Provides customers with requested information
 Demonstrates good call procedures as outlined by supervisor
 Routes calls or tickets to the appropriate resource
 Documents all call information according to standard operating procedures
 Manages and resolves customer complaints
 Follows up with customer calls where necessary
 Performs other duties as assigned by Management

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.
 Knowledge of customer service principles and practices
 Proficient in relevant computer applications
 Exceptional verbal and written communication skills
 Good data entry and typing skills

DESIRABLE QUALIFICATIONS

Some experience in a call center or customer service environment
 Successful completion of a customer service representative certification
 Exceptional interpersonal skills, with a focus on listening, team work and adaptability
 Excellent organizational skills and attention to detail

Salary range: \$25,159.68 to \$40,760.92