

## **Escondido Union High School District Job Description**

**Job Title:** Attendance Caller  
**Employee Unit:** Classified Bargaining Unit  
**Job Family:** Administrative Support & Related Classes  
**FLSA Status:** Nonexempt  
**Salary Level:** 18  
**Approved By:** Board of Trustees  
**Approved Date:** 05/23/00

### **SUMMARY**

Works independently to telephone parents to verify student absences by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Receives and reviews absence list from Attendance Office.

Cross-references absence list against suspension lists.

Telephones parents of students who were absent to ascertain reason for absence.

Enters data regarding absence into computer.

Maintains records/logs of calls made and results.

Answers questions from parents and explains attendance policies and procedures for clearing absences.

Assists parents with prearranged absences.

Retrieves messages from absence "hot line".

Relays messages from parents to counselors, administrators, teachers and other employees.

May hear complaints from parents.

### **SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); one year of clerical experience; strong computer skills. Experience in school environment preferable.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information to parents and other employees of the district. Ability to learn to speak a few basic phrases in Spanish.

**MATHEMATICAL SKILLS**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, list or schedule form. Ability to deal with situations involving several variables in standardized situations.

**OTHER SKILLS AND ABILITIES** Working knowledge of Microsoft computer applications, including Microsoft Word, Excel, GroupWise.

Ability to work alone, independently and without supervision.

Ability to use telephone to communicate effectively.

Ability to maintain a calm demeanor when talking to parents who may be frustrated or upset.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

**COMMENTS**

The individual assigned to this position must have the initiative to work without supervision and to complete assignments independently. The ability to effectively speak on the telephone in a clear, professional and caring manner is essential.

