

EDUCATION SUPPORT SPECIALIST

Job Code	Pay Grade
01472	CL12

Nature of Work

This is specialized support work coordinating educational public programs and tour activities for the county.

An employee in this class is responsible for coordinating education tours for a specific county facility, registration of tour and program participants, assisting with the coordination of after school programs, various festivals, and other educational programs. Tours include school education tours and general public education tours. Work is performed independently, but the final decision in most matters is reserved for the immediate supervisor.

Minimum Qualification Requirements

- 3 years experience working in a training/museum/educational/teaching field performing paraprofessional or technical support training, making presentations, or communicating to groups; or
- Associate's degree in general or specialized study and 1 year experience as described; or
- An equivalent combination of training, education, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Assists with festivals and education activities as directed by supervisors.
- Works with outside agencies in order to promote the county educational program.
- Coordinates all aspects of on-site educational tours, including utilization of outside transportation if required.
- Coordinates the scheduling of tours for schools, civic groups, and community organizations.
- Prepares facility reports.
- Schedules and trains volunteers.
- Conducts volunteer orientation programs.
- Responsible for daily operations of site facilities; i.e., providing access to buildings, responsible for communication with maintenance personnel concerning various on-site buildings, books rooms for room set ups, and prepares room for instruction.
- Serves as education program registrar.
- May act as lead worker.
- Participates as a team member in long range planning for the educational program.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Conducts public speaking duties, including group orientation, as required.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of business English, spelling, and punctuation.
- Knowledge of developing and maintaining records relevant to public program analysis and tracking.
- Knowledge of overall department and its functions.
- Knowledge of volunteer programs, recruitment, training, and scheduling.
- Skill in conducting informational and educational tours for the public sector.
- Ability to apply computer applications and software as well as computerized reservation systems.

EDUCATION SUPPORT SPECIALIST (continued)

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Knowledge, Skills, and Abilities (continued)

- Ability to deal with the public with tact and diplomacy.
- Ability to work evenings, weekends, or holidays as required.
- Ability to develop databases, and use the Microsoft suite of products effectively.
- Ability to keep accurate records of work performed.
- Ability to communicate effectively, both orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified