



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Customer Service Analyst, John M. McKay Scholarship
JOB CODE: New
CLASSIFICATION: Non-Exempt
PAY GRADE: 18
BARGAINING UNIT: FOPE
REPORTS TO: Manager, ESLS Electronic Management System
CONTRACT YEAR: Twelve Months

POSITION GOAL: To assist with coordinating and monitoring all aspects of the John M. McKay scholarship program, including application screening, communication of award status, and ongoing monitoring of program compliance.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Customer Service Analyst John M. McKay Scholarship shall carry out the essential performance responsibilities listed below.

- Assist in the planning and implementation of the John M. McKay Scholarship state-wide program.
- Maintain knowledge of both state and federal legislation and regulatory requirements relative to the John M. McKay Scholarship program.
- Assist in writing the John M. McKay Scholarship district choice plan.
- Conduct analysis of school choice selection requests, including requests for inter-district and private school transfer requests. Utilize analysis and data to support requests for John M. McKay Scholarship recipients.
- Respond to requests for information on the John M. McKay scholarship program from school-based and district staff, private schools and the general-public, ensuring timely follow-up and disposition of requests.
- Assist in preparing amendments to the John M. McKay Scholarship program.
- Maintain John M. McKay scholarship applications via the BCPS One Choice database; collect and process all requests for public school choice; ensure timely responses are provided to each request.
- Collaborate with the Office of Independent Education and Parental Choice to report scholarship eligibility for Broward students.
- Maintain timely and accurate reporting of students receiving John M. McKay Scholarship funds to attend a private school.
- Provide re-evaluation notifications to parents of scholarship students at least every three (3) years.
- Provide locations and times, for any John M. McKay Scholarship student attending a private school within the district to take statewide assessments.
- Assist schools with informing students with disabilities of available scholarship and school choice options.
- Assist schools and district staff with addressing community, staff and parent concerns regarding the scholarship program.
- Safeguard the confidentiality of information gathered and accessed as part of the scholarship program.
- Assist in the development of literature to promote and educate parents and students with disabilities on the scholarship program.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in the training programs offered to enhance the individual skills and proficiency related to the job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned by the immediate supervisor, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned associate's degree from an accredited institution.
- A minimum of two (2) years' experience in the field related to the position.
- Effective interpersonal, verbal and written communication skills.
- Advanced organizational and planning skills.
- Computer skills as required for the position, including proficiency in Microsoft Office suite products.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- Knowledge of the John M. McKay Scholarship for Students with Disabilities Program.
- Bilingual skills.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Coordinate with the Office of Independent Education and Parental Choice for validation of attendance and payment. Collaborative work with the Demographics and Student Assignment office for public school McKay choices.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved:

Board Adopted: