



## **Education Support Specialist**

**Category:** Classified  
**Pay Grade:** C19  
**Job Code:** 01472

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs specialized support work coordinating educational public programs and tour activities for the County; registers tour and program participants; assists with the coordination of after school programs, various festivals, and other educational programs.

### **ESSENTIAL JOB FUNCTIONS (examples, 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;
- Maintains a social media presence for the 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 monthly program calendars, campaigns, and kiosk signs;
- Prepares facility reports and collects, enters, and analyzes evaluation data for hosted programs;
- Schedules and trains volunteers;
- Conducts volunteer orientation programs;
- Oversees daily operations of site facilities; i.e., providing access to buildings, maintains communication with maintenance personnel concerning various on-site buildings, books rooms for room set ups, and prepares room for instruction;
- Maintains equipment for lighting and AV;
- 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 other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

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

**Special Qualifications** (May be required depending on area of assignment):

- 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 knowledge, skills, abilities, and credentials required for a specific position.

**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;
- 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.

**PHYSICAL/MENTAL DEMANDS**

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position to position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Pushing:** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Visual ability:** Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- **Hearing ability:** Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- **Speaking ability:** Sufficient to communicate effectively with other individuals in person and over a telephone.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Talking:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Standing:** Particularly for sustained periods of time.
- **Stooping:** Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.

- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

**WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.