

E-Rate Program Specialist

Position Details

Class Code: 0276

Job Family: Administrative/Clerical/Secretarial

Classification: Support Professional

Terms of Employment: [Pay Grade 54 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, coordinates Clark County School District (CCSD) interactions with the Federal E-Rate program, requiring independent actions, attention to detail, and adherence to deadlines; provides administrative assistance and management support requiring a high degree of awareness, tact, creativity, and initiative in directing/completing projects and resolving problems.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Serves as CCSD's primary contact with the Federal E-Rate program; submits/maintains all forms, documentation, invoices, correspondence, and other materials, as required.
2. Responds to Program Integrity Assurance (PIA) inquiries, Selective Review Information Requests (SRIR), and other audit requests from the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC), the Federal Communications Commission (FCC), and other E-Rate authorities.
3. Coordinates and conducts site visits, inventories, and inspections required by E-Rate authorities or to support the program.
4. Supports other departments in applying to and participating in the E-Rate program.

5. Provides periodic and on-demand status reports/updates to CCSD personnel concerning CCSD current and historic E-Rate participation.
6. Maintains positive tracking on all E-Rate funded equipment; performs online and physical inventories at CCSD schools/departments.
7. Monitors E-Rate program reimbursement requests; submits invoices and backup materials.
8. Maintains all E-Rate program required documentation; observes relevant document retention schedules.
9. Reviews E-Rate program educational materials; maintains an in-depth knowledge/understanding of the E-Rate program, its rules, deadlines, forms, and submission requirements.
10. Responsible for managing internal operations of assigned Technology Division offices, including scheduling meetings.
11. Plans, organizes, implements, and supervises secretarial/clerical work for assigned Technology Division offices.
12. Provides leadership, supervision, direction, and daily oversight to assigned Technology Division office staff to ensure smooth information flow, service delivery, and procedure implementation.
13. Researches, compiles, and analyzes data from a variety of sources.
14. Independently researches, prepares, and summarizes information for special projects, as assigned.
15. Audits payroll variances for accuracy; monitors budget to provide assistance.
16. Researches questions, obtains, coordinates, and distributes information, and follows-up on project statuses/progress.
17. Demonstrates authority and ability to resolve issues at the lowest level.
18. Interprets policies and procedures to employees.
19. Gives explicit or general directions; routes correspondence to assigned Technology Division administrators and staff.
20. Utilizes advanced software skills to prepare correspondence, complex reports, charts, tables, and forms; prepares, maintains, and provides statistical information; may be required to create/write memos, correspondence, or reports, as directed.
21. Reviews materials for administrative approval; checks for typographical/grammatical accuracy, formatting, procedural conformance, internal consistency, and proper approvals.
22. Attends meetings and provides agendas/minutes.
23. Provides input for the evaluation of assigned support staff.
24. Conforms to safety standards, as prescribed.
25. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves managing CCSD's participation in the Federal E-Rate program by performing complex secretarial duties, maintaining confidential information, and leading secretaries and other staff within assigned Technology Division offices. Directs and/or requires assistance of secretarial/clerical staff. Deals with diverse matters requiring extensive knowledge of the assigned department's area(s) of responsibility.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of the Federal E-Rate program.
2. Knowledge of E-Rate forms, including: Description of Services Requested and Certification Form (470), Description of Services Ordered and Certification Form (471), Billed Entity Application Reimbursement (BEAR) form (472), Receipt of Service Confirmation Form (486), etc.
3. Knowledge of the E-Rate Eligible Services List (ESL).
4. Knowledge of the E-Rate program submission requirements and deadlines.
5. Knowledge of the E-Rate program documentation requirements and retention schedules.
6. Knowledge of CCSD operations relative to the assigned department.
7. Knowledge of secretarial practices, business machines, office management, and recordkeeping/accounting.
8. Knowledge of CCSD budget and payroll systems.
9. Extensive knowledge of software applications including word-processing, databases, spreadsheets, and presentations.
10. Ability to plan, organize, and prioritize work; able to work independently without immediate supervision.
11. Ability to keep information confidential and maintain an ethical attitude.
12. Ability to gain cooperation without authority.
13. Ability to demonstrate strong writing skills and perform editorial checking for spelling, punctuation, and grammar.
14. Ability to use discretion and make sound judgments.
15. Ability to demonstrate strong leadership and communication skills.
16. Ability to determine procedures for handling unique problems.
17. Ability to meet predetermined deadlines and demonstrate flexibility in shifting to new tasks as priorities change.

18. Ability to promote public relations and deal tactfully/diplomatically with people.
 19. Ability to concentrate on accuracy of details.
 20. Ability to work flexible hours/shifts.
 21. Ability to judge when to act independently and when to refer situations to administration.
 22. Ability to work cooperatively with management, staff, outside agencies, and the public.
 23. Ability to recognize and report hazards and apply safe work methods.
 24. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Education Development (GED), foreign equivalency, etc.).
2. Six (6) years' secretarial/clerical experience, including two (2) years in a technology-related department.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

Preferred Qualifications

1. Past experience working within a federal grant/equipment program such as E-Rate or Title I.
 2. Ability to identify technology such as routers, switches, access points, servers, etc.
 3. Past experience maintaining equipment inventories.
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Document(s) Required at Time of Application

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
 2. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 3. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
 4. Safe driving record.
 5. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

CCSD schools and department offices.

Work Environment

Strength

Sedentary/light – exert force up to 25 lbs., occasionally; 10 lbs., frequently; negligible force, constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

Environmental Conditions

Climate-controlled office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods. Occasional exposure to technology equipment rooms and warehouses.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, copiers, calculators, fax machines, telephones, filing cabinets/office equipment, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 03/27/24
- Created: 01/16/15