

Educational Service Center of Central Ohio

Job Description

ADMINISTRATIVE ASSISTANT

Minimum Qualifications:

- High school diploma and a satisfactory pre-employment skill test score. Post-secondary secretarial or office management training is desirable.
- Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.). Documentation of a clear criminal record.
- Complies with drug-free workplace rules and board policies. Strong organizational, planning, and project management skills. Proficient in oral and written communication skills.
- Ability to compute mathematical data accurately. Multitasking ability and strong diplomacy skills.
- Proficient in office protocol and the use of information technology systems. Proficient in data entry, spelling, proofreading, and the correct use of grammar. Proficient in the use of office and management information software.
- Congenial telephone etiquette and experience operating a multi-line system.

FLSA Classification: Non-exempt

Reports To: Assigned Supervisor

Supervisory Responsibilities:

Under the direction of the assigned supervisor, plan work assignments, provide instructions, and monitor assigned staff. Promote teamwork and help staff as needed to successfully accomplish delegated duties.

Job Objectives:

Serve as confidential administrative assistant to the assigned administrator. Provide support services necessary for the effective delivery of administrative services.

Responsibilities and Essential Functions:

The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Perform administrative support duties that facilitate effective administrative operations. Use independent judgment and take the initiative to perform tasks independently. Identify and implement procedures that improve productivity.

- Organize and maintain a functional filing system that ensures the safe retention and efficient retrieval of office records.
- Uphold board policies and follow administrative guidelines and procedures.
- Promote a favorable image of the service center. Support community/school partnerships that enhance the service center's operational effectiveness.
- Respect personal privacy. Maintain the confidentiality of privileged information.
- Answer the telephone. Direct calls based on the nature of the inquiry. Take/deliver messages. Manage calls efficiently to keep telephone lines open.
- Maintain an office calendar. Schedule appointments as directed.
- Acknowledge visitors. Determine the reason for their visit. Answer questions.
- Verify appointments. Direct visitors to the appropriate person or office.
- Keep current with program, policy, and procedure changes. Keep staff informed about relevant issues. Refer inquiries requiring policy interpretation to administrators.
- Use a computer to prepare and process information (e.g., input, compile, tabulate, post, store, retrieve, scan, modify, print, etc.).
- Verify the accuracy of database information as directed.
- Compose and type routine correspondence, memos, notes, forms, etc.
- Collect, compile, edit, and type statistical data and reports as directed.
- Use photocopying, duplicating equipment, and computer printers to produce documents. Fix minor equipment malfunctions and contact appropriate staff to schedule repairs as needed.
- Maintain office transaction records (e.g., petty cash, receipts, contributions, etc.).
- Process mail and faxes (i.e., incoming, outgoing, and interoffice).
- Type, duplicate, assemble, and process routine and special mailings.
- Help gather information and type grant/foundation proposals as directed.
- Assist with committee assignments and/or special projects as directed.
- Prepare purchase orders as directed. Maintains procurement information (e.g., transmittal letters, contracts, confirmations, warrants, price agreements, etc..
- Monitors and reorders office supplies to maintain reliable service levels.
- Maintain forms related to administrative guidelines/procedures and program functions.
- Keep files and supplies properly stored to maintain an orderly office.
- Periodically discard archived records as directed. Follow the records retention and disposal schedule adopted by the board.
- Take precautions to ensure staff/student safety. Watch for behavior that may indicate a problem. Work with staff to eliminate unacceptable behavior.
- Report evidence of suspected child abuse and neglect as required by law.
- Keep current with advances in office technology. Update office procedures.
- Cross-train with other support staff as directed. Offer assistance when needed.
- Participate in staff meetings and professional growth opportunities as directed.
- Accept personal responsibility for decisions and conduct.
- Wear appropriate work attire and maintain a professional demeanor.
- Strive to develop rapport and serve as a positive role model for others.

- Perform other specific job-related duties as directed.

Abilities Required:

The following characteristics and physical skills are important for the successful performance of assigned duties.

- Demonstrate professionalism and contribute to a positive work environment.
- Self-initiative. Perform prescribed activities efficiently with limited supervision.
- React appropriately to interruptions and changing conditions.
- Effectively use listening, observation, reading, verbal, nonverbal, and writing skills.
- Complete paperwork accurately. Verify and correctly enter data.
- Maintain an acceptable attendance record and be punctual.

Working Conditions:

Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

Duties may require bending, crouching, kneeling, reaching, and standing.

- Duties may require lifting, carrying, and moving work-related supplies/equipment.
- Duties may require operating and/or riding in a vehicle.
- Duties may require traveling to meetings and work assignments.
- Duties may require using a computer keyboard and monitor.
- Duties may require working extended hours.
- Duties may require working under time constraints to meet deadlines.
- Potential for exposure to adverse weather conditions and temperature extremes.
- Potential for exposure to blood-borne pathogens and communicable diseases.
- Potential for interaction with aggressive, disruptive, and/or unruly individuals.

Performance Evaluations:

Job performance is evaluated according to the policy provisions adopted by the Governing Board of the EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO.

Conduct:

Each staff member shall remain free of any alcohol or non-prescribed controlled substance and abuse of any prescribed controlled substance in the workplace throughout his/her employment in the Agency.

Terms of Employment:

Each staff member shall be a role model for students to conduct themselves as citizens and responsible, intelligent human beings. Each staff member has a legal responsibility to help instill in students the belief in and practice of ethical principles and democratic values.

The employees are responsible for maintaining proper certification/licensure and initiating the renewal process in sufficient time to receive the updated certificate/license before the present certificate/license expires.

The Educational Service Center of Central Ohio Governing Board does not discriminate based on race, color, religion, national origin, sex, disability, sexual orientation, or age in its programs and activities, including employment opportunities. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.

March 2025