

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE SUPPORT I CENTRAL OFFICE

GENERAL STATEMENT OF JOB

Under direct supervision performs routine clerical, secretarial, and general office assistance duties that are limited in variety and scope. Work typically involves answering the telephone, directing calls and responding to basic requests for information. Employee is responsible for performing routine clerical tasks in the processing of forms and records requiring the limited application of office procedures and departmental rules and regulations within established guidelines. Detailed instructions are given and most tasks are routine and repetitive in nature. Employee is also responsible for data manipulation through various computer-driven word processing, spreadsheet, and file maintenance programs. Reports to the appropriate level supervisor as designated by the district.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Attends the public at a counter or serves as a receptionist giving information regarding departmental operations and answering questions on programs, procedures, and regulations; handles telephone inquiries and correspondence of a non-technical nature; answers incoming telephone calls and routes them to the proper person or department; answers questions regarding the most routine matters; performs routine clerical and typing duties as time permits.

Keyboards materials from exact copy with proficiency.

Sets up and maintains files for a limited number of subjects.

Makes simple arithmetic calculations manually or by use of a calculating machine according to established methods.

Transcribes information onto forms, processes letters, memoranda, reports, tabulations, statements, various card records, and other materials from rough draft or detailed instructions.

Operates copying machines, adding machines, personal computers, and other office equipment.

Notifies employees of mail, information, visitors, or materials waiting at a central location.

Performs a variety of minor clerical tasks in relieving supervisor of office details.

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ADDITIONAL JOB FUNCTIONS

Schedules conference and meeting rooms.

Sorts incoming mail.

Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school with some clerical experience preferred; or an equivalent combination of experience and training.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be able to use a variety of automated office equipment such as computers, copiers, typewriters, calculators, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Due to amount of time spent standing and/or walking, physical requirements are consistent with those for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, handbooks, forms, lists, etc. Requires the ability to prepare correspondence, forms, etc., using prescribed format.

Intelligence: Requires the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract;

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and to multiply and divide.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the operations of the department.

General knowledge of the principles of organization and administration.

General knowledge of elementary arithmetic.

General knowledge of correct spelling, grammar, and vocabulary usage.

Some knowledge of basic computer operation.

Ability to transcribe information and to prepare standardized forms, letters, and reports from that information.

Ability to operate multi-line phone system.

Ability to compile simple information.

Ability to operate common office machines.

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Ability to sort and distribute documents.

Ability to maintain accurate records and to develop simple reports from those records.

Ability to understand and follow oral and written instructions.

Ability to type accurately at a moderate rate of speed.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.