

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE SUPPORT II CENTRAL OFFICE

GENERAL STATEMENT OF JOB

Under general supervision performs a variety of clerical, secretarial, and general office assistance duties that involve some scope or consequence in support of an office operation, program or work unit. Work involves typing and processing correspondence, reports, statements, manuscripts, forms and other materials into form from typed or handwritten copy. This requires the use of a typewriter, personal computer, and other office machines, as well as the application of judgment based on general knowledge of the operations of the office or organization to which assigned. Employee is responsible for screening and routing materials according to content of communications and resolving questions and problems using established procedures, referring unusual situations to others for guidance.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Maintains files of general records, data files, documents, correspondence, forms, index cards, reports, and other materials; posts information to departmental records according to standard procedures.

Answers incoming telephone calls and routes them to the proper person or department; answers questions regarding routine matters; performs routine clerical and typing duties.

Makes arithmetic calculations manually or by use of a calculator 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.

Completes forms, permits, notices, or form letters with designated or routine information.

Processes, sorts, checks for accuracy, and files applications, purchase requisitions, travel expenses, incoming and outgoing mail and other routine documents in accordance with established systems; maintains receipt books and routine office records relating to accounts, inventories, payrolls, and statements related to these records.

Operates copying machines, adding machines, personal computers, and other office equipment. Receives standardized reports and compiles data into summary or consolidated form.

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

ADDITIONAL JOB FUNCTIONS

May assist the public at a counter, giving information and answering questions regarding school programs.

Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and 1 - 2 years of clerical or office support experience; 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, simple reports, forms, etc., using prescribed format.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

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 utilize decimals and percentages.

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 and ability to use correct grammar, spelling and punctuation.

General knowledge of modern office practices.

General knowledge of elementary arithmetic.

General knowledge of common word processing, spreadsheet and file maintenance programs.

General knowledge of the principles of organization and administration.

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

Ability to operate common office machines.

Ability to process documents such as purchase orders, invoices, etc.

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Ability to sort and distribute documents.

Ability to maintain complete and accurate records and to develop standard reports from those records.

Ability to respond to questions based on considerable knowledge of the department.

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.